

The page features a decorative design with three large, overlapping blue circles in the top right, middle right, and bottom right corners. These circles are composed of concentric rings in different shades of blue. Two thin, light blue diagonal lines cross the page from the top left towards the bottom right, intersecting the circles.

COMPLAINTS POLICY

**Reviewed and Adopted
October 2017**



USER COMMENTS AND COMPLAINTS PROCEDURE

Al-Hasaniya is committed to providing quality services. These procedures are designed to help us do so. They are designed to give users of Al-Hasaniya the opportunity to comment on Al-Hasaniya's work, make comments and criticism, and where necessary, complaints.

The aim is to ensure that comments and complaints are acted upon in an appropriate way. Please use them to help us to help you.

This form is for you to record your comment or complaint. You should use this procedure if you think the Centre has:

- Failed to deliver the service it has promised
- Failed to correct a routine administrative error
- You are unhappy about the conduct of a member of staff or another client
- You have been incorrectly advised about a matter
- You feel there has been a deliberate administrative or other delay
- You are concerned about a breach of confidentiality
- You have suggestions or comments to make about Al-Hasaniya's services and activities.

How to Make a Comment/Suggestion or Complaint:

- In the first instance, speak to the individual concerned. You should then speak to the Manager and then, if necessary, write to the Chair of the Management Committee.
- You can write your comment or complaint in English, Arabic or French
- State the nature of your comment or complaint, the name of any individual member of staff or other person involved and state the date and time of any incident. Please do include any relevant documents and, if possible, give a daytime telephone number where you may be reached.
- If you need help with completing the form or in understanding any part of the procedure, please contact a member of staff
- Your comment or complaint will be dealt with promptly and efficiently.
- We will endeavour to make first contact with ten working days from the date of receiving the completed and signed complaint.
- Please hand your comment or complaint to the Centre manager, or send it marked *strictly confidential* , to:

***The Chair of the Management Committee
Al-Hasaniya Moroccan Women's Centre
Bays 4 & 5 Trellick Tower
Golborne Road
London W10 5PA***



**Date of Management Committee Meeting when policy was reviewed:
October 2017**

**Name of Management Committee Member:
Fatima Mourad**