



2025

COMPLIMENT, COMMENTS AND COMPLAINTS POLICY

1. OUR VALUES

Central oxford Mosque society (COMS) believes that if someone wishes to give a compliment, make a comment, raise a complaint, or register a concern, they should find it easy to do so. It is our policy to welcome complaints as well as comments and compliments and look upon them as an opportunity to learn, adapt, improve, and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by anyone are taken seriously.

Central oxford Mosque society (COMS) believes that if complaints are not listened to, it will only result in the problems getting worse. People using our services would feel more dissatisfied and regulatory or legal action might follow. Central oxford Mosque society (COMS) supports the concept that most complaints, if dealt with early, openly, and honestly, can be sorted out at an early stage between just the Central oxford Mosque society (COMS) and the complainant. If this fails due to either the Central oxford Mosque society (COMS) or the complainant being dissatisfied with the result, the complaint will be referred to the Charity Commission and legal advice will be taken if necessary.

2. OUR AIMS

Central oxford Mosque society (COMS) aims to

- Encourage positive and negative feedback;
- Resolve any complaints quickly, fairly and respectfully;
- Use all feedback as opportunity for learning; and
- Ensure that people using our facilities or services are happy with the way we deal with their complaints, comments and compliments.

3. POLICY OBJECTIVES

Central oxford Mosque society (COMS) will make sure that:

- People know how to complain, comment or compliment about anything or anyone at the Central oxford Mosque society (COMS).
- It is easy for anyone to comment, compliment or complain if they want to.
- We deal with complaints promptly, fairly and sensitively, keeping in mind the stress that they can cause to the person making a complaint or to staff.
- We learn from comments, complaints and compliments to help us improve our services and reduce the level of complaints in future.

DEFINITIONS

- **Comment:** A comment is positive or negative feedback about our service; a formal response is not needed to a comment.
- **Complaint:** A complaint is when someone shows dissatisfaction or concern about our services or about anyone at the Central oxford Mosque society (COMS); it can be oral, written, justified or unjustified and a response is needed; the response may be a corrective action, an oral explanation or a written reply.

- **Compliment:** A compliment is an unsolicited expression of thanks or praise for the, Central oxford Mosque society (COMS) as an organisation, any of its trustees, volunteers, staff or a Central oxford Mosque society (COMS) service.
- **Formal complaint:** A complaint that cannot be resolved quickly either when it is made, or one where the complainant has requested a formal, written response.
- **Informal complaint:** A complaint that can be resolved quickly at first point of contact, and where the complainant does not want a written response.

4. MAKING A COMMENT

Anyone can make a comment to Central oxford Mosque society (COMS). All comments will be recorded and be investigated, and we will take action as required. Comments on areas of strength or weakness are used to continuously improve our service. Comments may be sent to info@coms.org.uk

5. GIVING A COMPLIMENT

Anyone who has a contact (in any form) with Central oxford Mosque society (COMS) or has used any COMS service or facility can complement a member of staff, a trustee, volunteer or the organisation as a whole. Compliments are passed on to the Board of Trustees, staff and their line manager, and are used to identify areas of good practice we can learn from. Compliments should be sent to info@coms.org.uk.

6. MAKING A COMPLAINT

Anyone can make a complaint, including:

- Worshippers, or prospective worshippers/students, of the Madrassah owned/managed by Central oxford Mosque society (COMS)
- People using or seeking services such as nikah, marriage registration, or any other service from Central oxford Mosque society (COMS)
- People living/working near Central oxford Mosque society (COMS) or car park.
- Visitors.
- Third parties, such as an MP or a Councillor, the Citizen's Advice Bureau or other advocate.
- Anyone else interested in the work that Central oxford Mosque society (COMS) is doing.

7. POLICY STANDARDS

- The complaint management team will be responsible for managing the complaints. The team management as nominated by the trustees along with the head of the team will be responsible for the complaints.
- Every formal (oral or written) complaint will be acknowledged within three working days.
- Investigations into formal (oral or written) complaints will be completed within one month.
- Furthermore, Depending upon the severity of the complaint, it may exceed up to three months but it may not exceed more than that. Although, the

complaint department and trustees can decide the period in this regard based on the investigation and other legal formality.

8. TRAINING

The Central oxford Mosque society (COMS) Board of Trustees will nominate a Manager who will be responsible for organising and co-ordinate training. All staff and volunteers (and at least three trustees) will be trained in dealing with, and responding to, complaints. Complaints policy training will be included in the induction training for all new staff/volunteers and in-house training refresher sessions on handling complaints should be conducted at least annually and all relevant staff must attend.

9. COMPLAINTS PROCEDURE - ORAL COMPLAINTS

- We take all oral complaints seriously; it does not matter if they seem small or unimportant.
- The staff/volunteer/trustee who receive an oral complaint should seek to solve the problem immediately if possible.
- If staff/volunteer/trustee cannot solve the problem immediately, they should offer to get the manager to deal with the problem.
- All contact with the complainant should be polite, courteous and sympathetic.
- At all times staff should remain calm and respectful.
- Any staff/volunteer/trustee should not accept blame, make excuses or blame others.
- If an advocate is making the complaint on behalf of the complainant, it must first be verified that the person has permission to speak for them, especially if confidential information is involved.
- After talking the problem through, the Central oxford Mosque society (COMS) person (staff/volunteer/trustee), dealing with the complaint should suggest how the complaint might be sorted. If the suggested action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (that is, through another meeting or by letter).
- If the complainant does not accept the suggested solution, then the Central oxford Mosque society (COMS) person should ask the complainant to put their complaint in writing to the Central oxford Mosque society (COMS) and give them a copy of the complaints procedure and form for completion.
- In both cases, details of the complaints should be taken on a complaints form and submitted to the Central oxford Mosque society (COMS) Office.

10. COMPLAINTS PROCEDURE - WRITTEN COMPLAINTS

- When a complaint is received in writing, it should be passed on to the complaints manager who should record it in the complaints book and send an acknowledgment letter within two working days. The complaints manager will be the named person who deals with the complaint through the process.
- If necessary, further details should be obtained from the complainant.

- If the complaint raises potentially serious matters, advice should be sought from the Chairperson of the Board of Trustees. If legal action is taken at this stage, any investigation by the Central oxford Mosque society (COMS) under the complaints procedure should stop immediately.
- If the complainant is not prepared to have the investigation conducted by the Central oxford Mosque society (COMS), he or she should be advised to contact the Charity Commission and be given the contact details.
- As soon as the written complaint is received, Central oxford Mosque society (COMS) should start an investigation and within one month should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within one month, the complainant should be informed of any delays.
- If a meeting is arranged, the complainant should be advised that they might, if they wish, bring a friend or relative or a representative such as an advocate.
- At the meeting, a detailed explanation of the results of the investigation should be given and, if appropriate, also an apology (without the admission of liability).
- Such a meeting gives the Central oxford Mosque society (COMS) the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant. This should include details of how to approach the Charity Commission if the complainant is not satisfied with the outcome.

11. MONITORING AND LEARNING

- The outcomes of the investigation and the meeting (if any) should be recorded properly and any shortcomings in the Central oxford Mosque society (COMS) procedures should be identified and acted upon.
- Central oxford Mosque society (COMS) will discuss complaints and their outcome at a formal business meeting of the Board of Trustees.
- The Board will monitor all comments, compliments and complaints in terms of number, sources, patterns (if any), lessons learnt or to be learned and time taken to resolve the complaints and will also review the relevant Central oxford Mosque society (COMS) policies and procedures every year.

APPENDIX-I

Compliment/Comment/Complaint Form

This is a Compliment/Comment/Complaint (please delete as applicable).

Part 1: Details of the person making compliment/comment/complaint:
Name: Address: Telephone and email:
If you have an advocate, please give their details here: Name of the advocate (if any) Organisation (if any): Address: Telephone and email:
I wish to give a compliment/make a comment/complaint about the person/service named below: If applicable, I authorise you to share the details on this form and your response with my advocate named above. I want/do not want a response. I want a written/oral response. (Please delete as applicable). Signature and date
About me: Please tell us about yourself. You do not have to answer these questions but if you do, it will help us monitor and improve our services. Thank you. I am Male/Female/Other My age group: 16 or under, 17-18, 19-25, 26-40, 41-55, 56-65, 66 or over My ethnic group is: My religion: My disability:

Part 2: Please write your compliment/comment/complaint:

Part 3: Please tell us what do you want us to do in response to your compliment/comment/complaint:

When complete, please give this to the Central Oxford Mosque Society (COMS) or send it via email: info@coms.org.uk