



COMPLAINTS HANDLING POLICY & PROCEDURE

Policy No: CHP/01

Version: 1.0

Approval Date: 15 October 2025

Next Review Date: 1 September 2026

1. Policy Statement

Al Falah Institute is committed to operating in a responsible, considerate, and well-managed manner. The Institute recognises the importance of maintaining positive relationships with neighbouring residents, visitors, and the wider community.

This Policy & Procedure has been prepared to ensure that any concerns or complaints relating to the operation of the Institute can be raised and addressed promptly, fairly, and appropriately.

The Institute will seek to investigate and resolve complaints in a constructive manner and, where necessary, review operational arrangements to minimise any adverse impact on neighbouring occupiers and the surrounding area.

2. Responsible Person & Contact Details

The designated responsible person for complaints and site management matters is:

Mariam Tariq

Telephone: 07817 415586

Email: complaints@alfalahinstitute.org.uk

These contact details will be made available to neighbouring residents and relevant parties where necessary and will also be published on Al Falah Institute's website: www.alfalahinstitute.org.uk

3. Complaints Procedure

Complaints or concerns may be submitted through any of the following methods:

- By telephone;
- By email;
- In writing via the on-site complaints box.

The complaints box may also be used for anonymous complaints if preferred.

Upon receipt of a complaint:

1. The complaint will be reviewed by the designated responsible person;
2. Relevant information and circumstances relating to the matter will be investigated;

3. Appropriate action will be taken where necessary to address the issue raised;
4. Where contact details have been provided, reasonable efforts will be made to respond within 14 days.

Where appropriate, operational arrangements may be reviewed to help prevent recurrence of any substantiated issue.

4. Recording & Monitoring

A record of complaints received, investigations undertaken, and any actions taken will be maintained by the Institute for monitoring purposes.

The Institute will continue to monitor operational arrangements, including site management, arrivals and departures, and parking activity, to ensure the premises continue to operate in a controlled and considerate manner.

5. Escalation & Review

Where a complaint directly concerns the designated responsible person, the matter will be referred to and reviewed by the trustees of the Institute.

The trustees will consider the matter independently and determine whether any further action or review is necessary.

6. Commitment to Good Neighbour Relations

The Institute remains committed to working constructively with neighbouring residents, the Local Planning Authority, and relevant stakeholders to ensure that the operation of the premises does not give rise to unacceptable impacts on residential amenity, parking conditions, or the character of the surrounding area.