



Complaints Policy and Procedure

Version Number	1	Approval Date:	January 2025
Policy Review Frequency:	Annually	Next Review Date:	January 2026
Approving Board:	Trustees	Published on Website:	Yes



Purpose:

Rehmat Educational Foundation is committed to providing a high level of service to all our stakeholders, including partner organizations, beneficiaries, donors, and the community at large. This Complaints Policy and Procedure ensures that any concerns or complaints about our operations, services, or conduct are addressed effectively and promptly.

Scope:

This policy applies to all stakeholders, including partner organizations, beneficiaries, employees, volunteers, donors, or any other entity related to the Foundation.

Policy:

1) Accessibility:

Rehmat Educational Foundation will ensure this policy is easily accessible on our website and available upon request to anyone engaged with our services.

2) Transparency:

We are committed to a transparent process where complaints are dealt with fairly, confidentially, and in a timely manner.

3) Responsiveness:

All complaints will be acknowledged within five working days, and an initial response will be provided within 15 working days.

4) Confidentiality:

Complaints will be handled with utmost confidentiality. Only those directly involved in the resolution process will have access to the details.



Procedure:

1) Submitting a Complaint:

Complaints can be submitted via email, telephone, post, or through a contact form on our website. Complainants should provide detailed information, including the nature of the complaint, parties involved, and any relevant documentation or evidence.

2) Acknowledgement of Complaint:

Upon receipt, the complaint will be acknowledged within five working days, confirming its receipt and outlining the subsequent steps in the process.

3) Investigation:

The Complaints Officer will be appointed to investigate the matter. In cases where the Officer is involved, an independent person will be assigned. The investigation will involve gathering information, interviewing involved parties, and reviewing related documentation.

4) Resolution and Response:

A detailed response outlining the findings, proposed actions, or resolutions will be provided within 15 working days. If further time is required, the complainant will be informed along with reasons for the delay.

5) Appeal Process:

If unresolved to the satisfaction of the complainant, an appeal can be made in writing to the Foundation's Board of Trustees, which will review the case and provide a final decision within 30 working days.

6) Recording and Reporting:

All complaints and resolutions will be recorded and stored securely. Regular reports will be prepared for the Board of Trustees to ensure continuous improvement of our services.

Monitoring and Review:

This policy will be reviewed annually to ensure it remains effective and in line with best practices. Feedback from stakeholders will be sought to improve and update the policy as needed.

By implementing this policy effectively, Rehmat Educational Foundation aims to promptly address concerns, maintain trust, and consistently improve its services.