



COMPLAINTS PROCEDURE *Policy*



**BANBURY
MADNI MASJID**

ABU HASSAN HANIF

SAFE GUARDING LEAD



**BANBURY
MAKKAH MASJID**

BASHARAT HUSSAIN

JOINT DEPUTY



YASMIN KADUJI

ADMIN



**BANBURY
AL'AQSA SPIRITUAL CENTRE**

HAJI JAVID MALIK

DEPUTY LEAD

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COMPLAINTS PROCEDURE



Introduction

Banbury Madni Masjid is committed to providing high-quality services for worshippers, students, families, volunteers and the wider community. We welcome feedback and recognise that complaints provide valuable opportunities to improve our services, governance and community engagement.

We aim to handle all complaints fairly, respectfully, confidentially and without unnecessary delay.

Purpose

- Promote openness, accountability and transparency.
- Resolve complaints fairly and consistently.
- Improve the quality of services provided.
- Protect complainants from unfair treatment.
- Encourage constructive feedback.
- Maintain public confidence in the Masjid.
- Support continuous improvement.



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COMPLAINTS PROCEDURE

Scope

This procedure applies to:

- Worshippers
- Parents and guardians
- Students
- Visitors
- Volunteers
- Employees
- Trustees
- Contractors
- Service users
- Members of the local community

It covers complaints relating to:

- Mosque services
- Madrasah activities
- Staff conduct
- Volunteer conduct
- Facilities and premises
- Community events
- Communication
- Administration
- Health & Safety



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COMPLAINTS PROCEDURE

Complaints Principles

All complaints will be handled with:

- Fairness
- Respect
- Confidentiality
- Impartiality
- Transparency
- Timeliness
- Accessibility
- Accountability
- Commitment to continuous improvement

Who Can Make a Complaint

- Worshippers
- Parents or guardians
- Students
- Volunteers
- Employees
- Visitors
- Contractors
- Local residents



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COMPLAINTS PROCEDURE

- Community members
- Partner organisations

Complaint Investigation

- Reviewing all available information
- Gathering relevant evidence
- Speaking with appropriate individuals
- Examining relevant records or documents
- Maintaining confidentiality
- Keeping accurate records
- Making fair and evidence-based decisions

Record Keeping

- Complaint details
- Investigation notes
- Evidence considered
- Outcomes
- Actions taken
- Follow-up measures



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COMPLAINTS PROCEDURE

Equality and Fairness

- Equal treatment for everyone
- No unlawful discrimination
- Reasonable adjustments where appropriate
- An accessible complaints process
- Respect for diversity, dignity and inclusion

Monitoring and Review

- Reviewed regularly by the Trustees
- Updated when legislation or guidance changes
- Informed by lessons learned from complaints
- Used to support continuous organisational improvement



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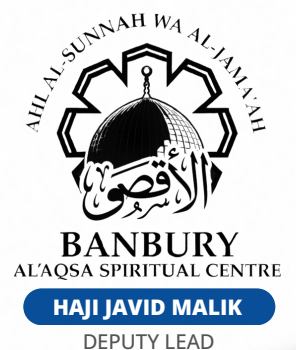
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Contact Details

For more information on Complaints Procedure at Banbury Madni Masjid or to report a concern, please contact:

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