

Anjuman-e-Ja'fariyya Complaints Policy

Information and advice for members wishing to make complaints about and to Anjuman-e-Ja'fariyya

- § The President and the Executive Committee (EC) are responsible for dealing with complaints relating to Anjuman-e-Ja'fariyya, including but not restricted to EC Members, Jamaat members, programs and functions held at al-Zahra Centre.
- § If you have a complaint or concern you should first arrange to speak directly with the Jamaat President so it can be discussed in an informal manner and your grievance noted.
- § If you are not satisfied with the response you receive or the action taken at this stage you can ask for your complaint to be considered by the Executive Committee at the next suitable meeting.
- § To facilitate this procedure you should write to the Secretary General, outlining all pertinent details of your complaint & details of any witnesses if appropriate, to this address:

Anjuman-e-Ja'fariyya
Al-Zahra Centre
81Fearnley Street
Watford
Herts.
WD18 0RB

- § When the Executive Committee review your complaint you will have an opportunity to be present. After the EC meeting the Secretary General will write to every one concerned to let them know the outcome reached by the EC.
- § If you're unhappy with the outcome you can register your dissatisfaction by writing to the Secretary General outlining your reasons. The Executive Committee will review this appeal and make a decision as to whether the original decision is valid or whether it needs to be reviewed because of changing circumstances. Either way you will be informed via letter of the EC's decision.