

Jafaria Islamic Society Ltd

Policy & Procedure

Complaints & Grievance Policy

Version	Status	Adopted	Next review	Owner
1.0	Board-adopted policy (Directors; Trustee oversight)	[date]	[+12 months]	Secretary

1. Purpose

To handle complaints and grievances fairly, promptly and confidentially, to resolve issues early, and to learn from them.

2. Scope

Complaints from members, families, the community, volunteers and staff. Safeguarding/abuse concerns follow the Safeguarding Policy and are reported immediately to the Safeguarding Officer.

3. Definitions

Term	Meaning
Complaint	An expression of dissatisfaction about a service, decision, person or conduct.
Grievance	A workplace/volunteering concern raised by a worker.

4. Policy principles

- Everyone can raise a concern without fear of victimisation.
- Complaints are handled fairly, confidentially and within reasonable timeframes.
- Natural justice applies — both sides are heard.
- Serious matters are escalated; safeguarding concerns go straight to the Safeguarding Officer.

5. Requirements and procedures

How complaints are handled

- Raise the concern with any Director or the Secretary, verbally or in writing.
- Acknowledge within 5 business days; aim to resolve within 21 days, keeping the person informed.
- Record the complaint, actions and outcome in the Complaints Register.
- Where a person is conflicted, an alternative handler is appointed.
- Provide an avenue to escalate to the Board, and externally (e.g. ACNC, Fair Work, Police) where appropriate.

6. Roles and responsibilities

Who	Responsibility
Secretary	Maintain the Complaints Register; coordinate and track



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	responses.
Board	Decide on escalated complaints; ensure fairness and improvement.
Safeguarding Officer	Handle any complaint involving abuse/harm.

7. Records and review

Records made under this policy are kept in the Society's central system and retained per the Records Management & Retention Policy. This policy is reviewed at least every 12 months by the Board of Directors (changes require Trustee approval), and sooner if law, risk or operations change.

8. Related documents

Safeguarding Policy · Code of Conduct · Constitution (member discipline) · Volunteer Management Policy

9. Adoption

Adopted by resolution of the Board of Directors of Jafaria Islamic Society Ltd, with the oversight of the Board of Trustees.

Resolution / meeting date	Chairperson — sign & name	Secretary — sign & name
[date]		