



# مبرة الشاكري للتكافل الاجتماعي

Shakiry Charity for Social Solidarity

(Ex Iraqi Charities Forum)

(رابطة المبرات العراقية سابقاً)



## POLICIES AND PROCEDURES

### COMPLAINTS PROCEDURE

#### Introduction:

Shakiry Charity for Social Solidarity (SCSS) exists for the benefit of charities in Iraq. It is an open membership for organizations and everyone is encouraged to become fully involved. We aim to provide high quality services which meet the needs of the organizations and charities which we support.

#### Our Complaints Process:

SCSS recognizes and acknowledges any expression of dissatisfaction as a potential complaint whether it is made in person, telephonically or in writing. A record of all complaints lodged will be kept by the SCSS Coordinator, and acknowledged in writing within five (5) working days from receipt thereof.

#### Stage 1:

- ✚ If you are unhappy about any SCSS service, please speak directly to the relevant staff member concerned as soon as possible, who will endeavor to resolve the matter at the point of contact, and as quickly as possible.
- ✚ If you are unhappy with an individual representing SCSS, then sometimes it is best to speak directly to the person concerned and try to resolve the issue. If you feel this is inappropriate, then speak either to Fundraising Manager or the Charity Coordinator.

#### Stage 2:

- ✚ If the complainant remains dissatisfied, or wishes to raise the matter more formally, please write to the Charity Coordinator. All written complaints will be recorded, and you will receive a written acknowledgement within five (5) working days of receipt thereof.
- ✚ The aim is to investigate your complaint with the urgency and attention it requires, and to give you a reply within ten (10) working days. This will set out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the actions taken to date, or being considered.

### **Stage 3:**

- ✚ If the complainant remains dissatisfied; a report will be passed to either the Charity Chairman or a Panel of at least two Trustees for consideration. The complainant will have the right to appear, accompanied by a friend who is not in a legal capacity. The decision of the Panel will be communicated in writing to the complainant within five (5) working days advising of the Panel's conclusions and resolutions.

### **Stage 4:**

- ✚ If all the above 3 stages fail to resolve the problem to a satisfactory level, then the complainant will have two (2) months from receipt of the Charity's response to request that the matter be passed to the Fundraising Standards Board where it will be investigated by an independent body following their individual organizations' "Code of Conduct".

Note: This Policy is reviewed annually whether or not complaints have been received since the previous review. Should complaints have arisen, then the Procedure will be reviewed in the light of issues arising from how it worked.

### **Contact details:**

All complaints should be addressed to:

Mr K. Sharifi (Charity Coordinator)  
Shakiry Charity for Social Solidarity  
Unit 1D  
289 Cricklewood Broadway  
NW2 6NX

Tel: 0208 4525244  
Email: [admin@shakiry.com](mailto:admin@shakiry.com)