COMPLAINTS POLICY

Policy owner	Founder/CEO — Shaykh Dr. Abdifatah Ali Ahmed
Applies to	All service users, staff, volunteers and partner organisations
Review cycle	Annually
Last reviewed	July 2026
Next review	July 2027

1. Purpose

Manara Community Solutions is committed to providing a high standard of service. We recognise that, occasionally, things may go wrong, and we welcome feedback as an opportunity to improve. This policy explains how to raise a complaint and what to expect from us in response.

2. Our Commitment

- Every complaint will be taken seriously and treated fairly, respectfully and confidentially.
- No one will be disadvantaged in their access to services as a result of making a complaint.
- We will respond within the timescales set out below, and keep the complainant informed throughout.

3. What Can Be Complained About

Complaints may relate to the quality or conduct of a service, the behaviour of a staff member or volunteer, delays in response, or any other aspect of how Manara has engaged with an individual, family or organisation.

4. How to Make a Complaint

Complaints can be made:

- By phone: 07476 191 683
- By email or WhatsApp, as listed on our website
- In writing, addressed to the Founder/CEO

Where possible, please provide your name, contact details, and a clear description of the concern, including relevant dates.

5. Our Process

1. Acknowledgement — we will acknowledge receipt of a complaint within 3 working days.

2. Investigation — the Founder/CEO, or a nominated senior staff member not directly involved in the matter, will investigate the complaint impartially.

3. Response — we aim to provide a full response within 20 working days. Where this is not possible, we will explain the reason for the delay and provide a revised timescale.

4. Resolution — the response will set out our findings and any action taken or proposed as a result.

6. Escalation

If a complainant is not satisfied with the outcome, they may request that the matter be reviewed by the Founder/CEO a second time, or, where relevant, referred to an appropriate external or regulatory body.

7. Anonymous and Third-Party Complaints

We will consider anonymous complaints where sufficient information is provided to investigate. Complaints made on behalf of another person will only be progressed with that person's consent, unless there is a safeguarding concern, in which case our Safeguarding Policy takes precedence.

8. Recording and Learning

All complaints are recorded and reviewed periodically by the Founder/CEO to identify any patterns or areas for improvement in how Manara delivers its services.