

# **Complaints Policy**



**A Charitable Incorporated Organisation**

**Registered Charity No. 1195780**

## **Muslim Sports Foundation (MSF) Complaints Policy**

### **1. Policy Statement**

Muslim Sports Foundation (MSF) is committed to openness, accountability and fairness. We welcome feedback and take complaints seriously as an opportunity to learn and improve our governance, partnerships and practice.

This policy sets out how complaints relating to MSF will be received, considered and responded to in a fair, proportionate and timely way.

MSF's approach is informed by Islamic principles of justice, trust, fairness and accountability, alongside good governance and UK regulatory expectations.

### **2. Purpose of This Policy**

The purpose of this policy is to:

- explain what constitutes a complaint
- set out how complaints can be raised
- explain how MSF will handle complaints fairly and proportionately
- distinguish complaints from safeguarding concerns and whistleblowing
- support good governance, transparency and accountability

### **3. Scope**

This policy applies to complaints relating to:

- MSF's governance, decision-making or conduct
- the actions or behaviour of Trustees, volunteers, contractors or individuals acting on behalf of MSF
- MSF-funded, supported or associated activities and partnerships

This policy applies to complaints raised by members of the public, partners, participants, volunteers or other stakeholders.

### **4. What Is a Complaint?**

A complaint is an expression of dissatisfaction about MSF's:

- actions or decisions
- standards of service
- conduct or behaviour
- failure to follow its policies or procedures

Complaints may be made formally or informally.

### **5. What Is *Not* a Complaint?**

Certain matters are not managed under this policy:

#### **Safeguarding Concerns**

Any concern relating to the safety or welfare of a child, young person or adult at risk must not be dealt with as a complaint.

These must be reported immediately in line with:

- MSF Safeguarding Children and Young People Policy
- MSF Safeguarding Adults Policy
- MSF Safeguarding Reporting and Response Procedure

### **Whistleblowing**

Concerns relating to serious wrongdoing, misconduct, abuse of power or governance failures should be raised under the:

- MSF Whistleblowing (Disclosure of Malpractice) Policy

Where a complaint raises safeguarding or whistleblowing issues, it will be redirected and managed under the appropriate policy.

### **6. How to Raise a Complaint**

Complaints may be submitted by email or in writing. A simple complaints form is available on request for those who prefer to use it. Where possible, complaints should include:

- the nature of the complaint
- relevant dates, events or individuals involved
- the outcome sought (if appropriate)

Complaints may be submitted to:

Email: [safeguarding@muslimsports.org.uk](mailto:safeguarding@muslimsports.org.uk)

(For complaints, this mailbox is monitored by the Head of Business and Governance. If your complaint relates to this individual, it should be directed to the Chair of Trustees.)

### **7. How MSF Will Handle Complaints**

MSF will handle complaints in a way that is:

- fair and impartial
- proportionate to the issue raised
- respectful and confidential
- timely and transparent

The process will normally include:

1. Acknowledgement of the complaint: MSF will normally acknowledge complaints within a reasonable timeframe
2. Initial review to confirm whether it is a complaint or should be handled under another policy
3. Consideration and response, which may include seeking further information
4. Outcome notification, explaining findings and any actions taken

MSF may decline to investigate complaints that are:

- vexatious or malicious
- repetitive with no new evidence
- outside MSF's remit

### **8. Confidentiality and Protection**

MSF will treat complaints sensitively and confidentially, sharing information only where necessary and appropriate.

No individual will be treated less favourably for raising a complaint in good faith. Retaliation or victimisation will not be tolerated.

### **9. Monitoring and Governance Oversight**

The Head of Business and Governance will maintain appropriate records of complaints received and outcomes, in line with data protection requirements.

The Board of Trustees will receive proportionate assurance to enable oversight, learning and continuous improvement.

### **10. Policy Approval and Review**

This policy is approved by the Board of Trustees.

It will be reviewed every two years, or sooner if required by changes in law, regulatory guidance or following a significant issue.

#### **Policy Approval**

<b>Policy title</b>	Complaints Policy
<b>Approved by</b>	Board of Trustees, Muslim Sports Foundation
<b>Date approved</b>	26 March 2026
<b>Review cycle</b>	Every two years, or sooner if required due to changes in legislation, guidance or following a safeguarding incident
<b>Next review due</b>	25 March 2028
<b>Policy owner</b>	Trustee Safeguarding Lead
<b>Responsible officer</b>	Head of Business and Governance

## **Appendix 1: Complaints Form (Optional)**

Muslim Sports Foundation (MSF) welcomes feedback and takes complaints seriously. This form is optional and may be used if you prefer. Complaints can also be raised by email or in writing.

### **Your details (optional)**

Name:

Email address or telephone number:

### **Details of your complaint**

Date of complaint:

Please describe your complaint (please include what happened, when it happened, where relevant, and who was involved. Attach additional pages if needed.)

### **Outcome sought (optional) What outcome are you seeking, if any?**

#### **Previous action**

##### **Have you raised this complaint previously?**

Yes     No

If yes, please provide brief details:

##### **Safeguarding check - does your complaint relate to the safety or welfare of a child, young person or adult at risk?**

Yes     No

If yes, please report this immediately using MSF's Safeguarding Reporting and Response Procedure, as safeguarding concerns must not be dealt with through the complaints process.

#### **Submission**

Please send completed forms to: Head of Business and Governance

Email: [safeguarding@muslimsports.org.uk](mailto:safeguarding@muslimsports.org.uk) or

by post, marked Confidential for the attention of Head of Business and Governance to MSF's registered address:

Suite 2A

6 Floor Cobalt Square

83-85 Hagley Road

Birmingham

B16 8QG

If your complaint relates to the Head of Business and Governance, please address it to the Chair of Trustees.

Confidentiality: MSF will treat complaints sensitively and confidentially. Information will be shared only where necessary and appropriate, in line with MSF policies and data protection requirements.