

“And they feed, for love of God, the indigent, the orphan and the captives.” Chapter 76:8 (Al-Quran)

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Muslim Social Services Waterloo Region
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MSS Complaints Policy



Approved by the Board of Directors, June 6, 2024

POLICY: Complaints

INTRODUCTION

Complaints received, whether from a client, employee, or a volunteer shall be dealt with in a fair, impartial and respectful manner and resolved within a reasonable time frame.

PROCESS

If, in the opinion of an employee/volunteer, s/he has been treated unfairly and/or has been discriminated against or harassed in any manner, in contravention of the MSS policies and code of conduct, s/he can submit a written complaint to the Founding Director.

If the matter is not resolved by the Founding Director within the next ten working days or the employee/volunteer is not satisfied with the outcome, the matter may be forwarded to the Chair.

Complaints or any dissatisfaction expressed by clients/visitors with respect to MSS service(s) must be taken in writing and resolved within the next ten working days by the most senior staff person, or if the most senior staff person is the subject of the complaint, by the Chair.

A complaints summary report will be presented to the board by the most senior staff person in September of each year as per our annual meeting and planning cycle.

REVIEW OF COMPLAINTS POLICIES

The Board of Directors will review the relevance and appropriateness of the organization's Complaints Policies March of every year, as per our annual planning and meeting cycle.