ISB Complaints Process

**STAGE 1**
Frontline resolution.

- ISB Secretary/Branch Coordinator tries to resolve the complaint quickly and to the complainant’s satisfaction wherever possible.

  - Provide a decision on the complaint within fifteen working days unless under exceptional circumstances.

  - Is the complainant satisfied with the decision?

    - YES: Complaint closed. And outcome recorded.
    - NO: Proceed to STAGE 2.

**STAGE 2**
Complaint resolution.

- Another member of Mgmt Committee will try to resolve the complaint after an initial review and to the complainant’s satisfaction.

  - Provide a decision on the complaint within fifteen working days unless under exceptional circumstances.

  - Is the complainant satisfied with the decision?

    - YES: STAGE 3, Chair of Shura Investigation.
    - NO: Proceed to STAGE 3 with the complaint.

**STAGE 3**
Chair of Shura Investigation

- If the complainant is still dissatisfied after Stage 2 & 3, they may request a further investigation within 10 ten days.

  - Outcome:
    - The complaint will be considered by the Chair of Shura particularly if the complaint is complex or requires detailed investigation.

  - Chair undertakes a review of the investigation to date and provides a summary of his/her findings to the complainant within 15 days.

  - Complaint closed irrespective if the complainant is not satisfied of the outcome, and outcome recorded.

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