

Complaints Policy

We view feedback as an opportunity to learn and improve for the future, as well as a chance to investigate our procedures and where these are found to be lacking – to put things right for the person or organisation that has made the complaint.

Complaints made to Sunnah Trust regarding our workshops/events or about an individual staff member/volunteers can be received by phone, by email or in writing. All information will be handled sensitively, involving only those who need to know and following any relevant data protection requirements.

Written complaints may be sent by e-mail to: admin@sunnahtrust.co.uk or in writing to Sunnah Trust, Children Education Group, Harkness House, 101 Christian Street, London E1 1RX. Verbal complaints may be made by phone to Shahin Ahmed CEO of Sunnah Trust on 07775039302.

You will receive an acknowledgment of your complaint within five working days of receipt of the complaint. Sunnah Trust will then investigate and endeavour to respond fully to all complaints within ten working days from the date of the acknowledgement. However, in more complex situations where an immediate response is not possible, we will investigate the matter and get back to you within ten days of acknowledgement of the complaint to advise what action is being taken to resolve the matter as quickly as we can.