Madina Masjid

Mount Pleasant Islamic Trust

Registered Charity No. 517670

COMPLAINTS POLICY

Governance and Accountability Policy

Document Title	Complaints Policy
Policy Reference	MPIT-POL-001
Version	2.0
Status	Approved
Policy Owner	Trust Secretary (as Complaints Coordinator)
Author / Reviser	Mount Pleasant Islamic Trust
Approved by	MPIT Executive Committee (Board of Trustees)
Date Approved	8th September 2026
Effective From	8th September 2026
Review Cycle	Annual

Next Review Due	12 months from adoption
Classification	Public (for publication)

Version History

This table records all amendments to this policy. Every material change must be approved by the Executive Committee (Board of Trustees) before it takes effect, and the approval recorded in the minutes.

Version	Date	Author	Summary of Changes	Approved by
1.0	December 2024	MPIT	Previous complaints procedure in use by the Trust (undated; no formal version control).	Board
2.0	8th September 2026	MPIT	Comprehensive revision. Adds a single Trust wide procedure with defined stages and timescales; a central complaints register; reporting to the Executive Committee; an independent route for complaints about the Chair, trustees or senior leadership; a safeguarding hand-off; accessible routes for parents, pupils and children; nursery (EYFS) statutory requirements; external escalation routes; and full document and version control.	Board

1. Purpose and Statement of Intent

Mount Pleasant Islamic Trust (“the Trust”, “MPIT”, “we”) serves its community through Madina Masjid, Madrasah Islamiyah (our supplementary school) and Darul Arqam Nursery. We are committed to providing services of a high standard, and we recognise that from time to time people will be dissatisfied with something we have done, failed to do, or the way we have done it.

We welcome complaints. A complaint is an opportunity to put something right, to learn, and to improve the way we serve worshippers, families, children and the wider community. We would always rather know when someone is unhappy than have a concern go unheard.

This policy sets out how anyone can raise a complaint about the Trust, how we will handle it fairly and promptly, and how a complainant can take a matter further if they remain dissatisfied. It is written so that the process is the same across all of our activities, while meeting the additional legal duties that apply to our nursery and to our fundraising.

> **The Trust is committed to handling every complaint fairly, promptly, confidentially and without any disadvantage to the person who raises it. No one will be treated less favourably because they have made a complaint in good faith.**

This policy reflects the expectations of the Charity Commission for England and Wales and the Charity Governance Code on openness and accountability; the statutory requirements of the Early Years Foundation Stage (EYFS) framework in respect of Darul Arqam Nursery; the Code of Fundraising Practice in respect of donations and fundraising; and the Trust's duties under the Equality Act 2010 and data protection law. Mount Pleasant Islamic Trust is a charity registered in England and Wales (registered charity number 517670) and governed by its Constitution.

2. Scope and Applicability

This policy applies across the whole of the Trust's work, including the Masjid, Madrasah Islamiyah and Darul Arqam Nursery, and to all Trust premises, activities and events.

One complaints framework for the whole Trust

This policy is the single complaints framework for the whole Trust. From the date it is adopted, it replaces and withdraws all earlier or separate complaints routes, including the Madrasah Islamiyah Student and Parent Complaints Procedure and the complaints route set out in the Janaza Policy. Everyone who complains then meets the same process, the same contact point and the same timescales, whichever part of the Trust they are dealing with. The strengths of the previous Madrasah procedure, in particular its independent panel stage, are carried into this policy at Stage 3 (section 6.4).

One route, one contact, one set of timescales. Any complaints wording in other Trust documents that conflicts with this policy is superseded by it. Where another document still refers complainants elsewhere, it is to be updated to point to this policy.

Who may make a complaint

Anyone who receives, relies on, or is affected by the Trust's services or conduct may make a complaint, including:

- worshippers and members of the congregation;
- parents, carers and families of children at the Madrasah and the Nursery;
- pupils, students and children (including through a parent, carer or advocate, and directly where they are able);
- members of the Trust;
- staff and volunteers (where the matter is not a personal grievance, disciplinary matter or whistleblowing disclosure, which are covered by other policies);
- contractors, suppliers and those who hire our facilities; • donors, fundraising supporters and members of the public; and
- neighbours and others affected by our activities.

What this policy covers

A complaint under this policy is any expression of dissatisfaction, whether justified or not, about the standard of service, an action or decision, the conduct of a member of staff, volunteer, officer or trustee, or a failure to act by the Trust, which calls for a response.

What this policy does not cover

Some matters are dealt with under separate procedures. Where a matter is received as a complaint but belongs under one of these, it will be redirected and the person told where it has gone:

Matter	Where it is dealt with
A safeguarding concern or an allegation that a child or adult at risk has been harmed or is at risk of harm	Safeguarding and Child Protection Policy. Any such matter is passed immediately to the Designated Safeguarding Lead (see section 6.6). It is never held back or delayed as an ordinary complaint.
A concern about danger, wrongdoing or malpractice at the Trust (for example fraud, or a serious risk to the public) raised in the public interest	Whistleblowing Policy.

A personal complaint by a member of staff about their own employment (for example pay, treatment by a manager, or working conditions)	Grievance Policy.

Matter	Where it is dealt with
A concern by the Trust about a member of staff's conduct or performance	Disciplinary and Capability procedures.
A request for personal information, or a concern about how personal data is handled	Data Protection and Privacy Policy (subject access and data rights).
An appeal against a decision that has its own defined appeal route (for example a Madrasah admission or exclusion decision)	The specific procedure for that decision, if one exists; otherwise this policy.

A first-time request for a service, or a routine query, is not a complaint. If we cannot meet the request, and the person is unhappy with that, it may then become a complaint.

3. Definitions

For the purposes of this policy:

Complaint	Any expression of dissatisfaction, whether justified or not, about the Trust's services, actions, decisions, conduct or failure to act, which calls for a response.
Concern	A matter raised informally that the person wants looked into or put right, but which they are not (yet) making a formal complaint about. Concerns are dealt with at Stage 1.
Complainant	The person making the complaint, or a person acting on their behalf with their consent (for example a parent, carer, friend or advocate).

Working day	Any day other than a Saturday, Sunday or public holiday. Timescales in this policy are counted in working days unless stated otherwise. For the Nursery, the EYFS 28-day requirement is counted in calendar days (see section 6.10).
Executive Committee (Board of Trustees)	The elected committee that, under the Trust's Constitution, decides the affairs of the Trust by majority vote and whose elected members are the charity trustees. It is the body ultimately responsible for this policy.
Complaints Coordinator	The person designated by the Executive Committee to receive, log, allocate and track complaints and to maintain the complaints register. Until otherwise decided, this is the Trust Secretary.
Designated Safeguarding Lead (DSL)	The person appointed by the Trust to take lead responsibility for safeguarding and child protection, to whom any safeguarding matter is referred without delay.
Vexatious or persistent complaint	A complaint pursued in a way that is abusive, or that unreasonably takes up time and resources after it has been fully and fairly answered (see section 6.8).

4. Policy Principles

The Trust will handle every complaint in line with the following principles:

- **Accessible and well-publicised.** It is easy to find out how to complain. The process is published, offered in more than one way, and help is available for anyone who needs support to raise a concern.
- **Safeguarding always comes first.** If a complaint suggests that a child or an adult at risk has been harmed or is at risk of harm, it is passed to the Designated Safeguarding Lead immediately and handled under the Safeguarding and Child Protection Policy, not delayed as an ordinary complaint.
- **Fair and impartial.** Complaints are considered honestly and even-handedly. A person who is the subject of a complaint does not decide its outcome, and no one investigates a complaint about themselves.
- **Timely.** We acknowledge complaints quickly and respond within clear, published timescales, keeping the complainant informed if more time is genuinely needed.
- **Proportionate and consistent.** The response matches the seriousness and complexity of the complaint. Similar complaints are handled in a similar way.

- **Free from detriment.** No worshipper, parent, child, member, member of staff, volunteer or other person will be treated less favourably, excluded or victimised for making a complaint in good faith.
- **Confidential and data-protective.** Complaints are handled discreetly. Information is shared only with those who need it to resolve the matter, and personal data is processed in line with data protection law.
- **Child-centred.** Where a complaint concerns or comes from a child, we take account of their age and understanding and make sure their voice can be heard safely.
- **A source of learning.** Complaints are recorded, reviewed and reported to the Executive Committee so that the Trust learns from them and improves.

5. Roles and Responsibilities

The following roles carry specific responsibilities under this policy:

Role	Responsibilities
Executive Committee (Board of Trustees)	• Own, approve and review this policy, and make sure it operates across all Trust activities. • Receive regular reports on complaints and act on the themes and lessons arising. • Handle, through a panel of members not previously involved, complaints about the Chair, a trustee, or senior leadership (see section 6.5). • Ensure a Complaints Coordinator and a Designated Safeguarding Lead are appointed.
Chair of Trustees	• Ensure serious complaints are brought to the Executive Committee's attention. • Oversee complaints that require a Stage 3 review, except where the complaint concerns the Chair (in which case the Vice-Chair or another officer acts instead).

Complaints Coordinator (Trust Secretary until otherwise decided)	• Act as the central point of contact for complaints and record every formal complaint in the complaints register. • Acknowledge complaints, allocate them to the right person to investigate, and track them against the timescales in this policy. • Make sure a safeguarding matter is passed to the Designated Safeguarding Lead immediately. • Report a summary of complaints and outcomes to each Executive Committee meeting.
Setting leads (Madrasah lead, Nursery Manager, Masjid management)	• Resolve concerns informally at Stage 1 within their area wherever possible. • Investigate and respond to formal complaints at Stage 2 for their area, fairly and within the timescales. • For the Nursery Manager: ensure the EYFS complaints requirements in section 6.10 are met.
Designated Safeguarding Lead (DSL)	• Receive without delay any complaint that raises a safeguarding concern and act under the Safeguarding and Child Protection Policy.
Role	**Responsibilities**
	• Advise the Complaints Coordinator on the safe handling of any complaint that touches on a child's welfare.
All staff and volunteers	• Receive complaints courteously and take them seriously, whoever they are made to. • Try to put right simple matters on the spot where they properly can. • Pass any complaint they cannot resolve, and any safeguarding concern, to the right person promptly, and never discourage or obstruct a complaint.

6. Procedures

6.1 How to make a complaint

Who to contact: the Complaints Coordinator

The Trust has one named point of contact for complaints, the Complaints Coordinator. If you are unsure who to speak to, ask for the Complaints Coordinator at any of our settings, or use the details below. Any member of staff can also point you to them.

Role	Complaints Coordinator
Held by	The Trust Secretary
Name	Nazir Lorgat
Email	nazirlorgat14@gmail.com
Telephone	07354 914383
By post	Complaints Coordinator, Mount Pleasant Islamic Trust, Madina Masjid, Purlwell Lane, Batley WF17 7NQ. Please mark the envelope “Private and confidential”.

If your complaint is about the Complaints Coordinator, or about the Chair, a trustee or a senior member of leadership, please see section 6.5, which sets out a route that does not go through the person concerned.

A complaint can be made in whichever way suits you best:

- in person, to any member of staff or volunteer, or to the relevant setting lead;
- by telephone, to the Complaints Coordinator or the relevant setting;
- in writing, by letter or email to the Complaints Coordinator using the details above;
- by completing the complaint form at Appendix A (available at the Masjid, the Madrasah and the Nursery, and on request).

We will help anyone who needs support to make a complaint. This includes complaints made on someone's behalf by a parent, carer, family member, friend or advocate (with the complainant's consent), and assistance for those who do not use English as a first language or who need another form of help to be heard. Children and young people may raise a complaint directly, and staff will help them to do so safely and involve a parent or carer as appropriate.

6.2 Stage 1 – Informal resolution

Most concerns can and should be settled quickly and locally. In the first instance, the concern should be raised with the member of staff or volunteer involved, or with the relevant setting lead, who will try to resolve it straight away or as soon as possible, and normally within five working days.

Many matters end here. If the person is satisfied, the matter is closed. If the concern is not resolved at this stage, or the person prefers to make a formal complaint from the outset, they may move to Stage 2. Serious matters, and complaints about a person in a position of leadership, may be started at Stage 2 (or handled under section 6.5) without going through Stage 1 first.

6.3 Stage 2 – Formal complaint

A formal complaint should be put in writing where possible, using Appendix A or a letter or email. Where a complainant is unable to put it in writing, a member of staff will record it for them and check it back with them. The Complaints Coordinator logs every formal complaint in the complaints register on receipt.

Step	What happens
Acknowledge	The Complaints Coordinator acknowledges the complaint in writing within five working days, confirming who will look into it and what will happen next.
Investigate	The complaint is investigated by an appropriate person who has not been involved in the matter complained about. They will consider the complaint fully, gather the relevant facts, and give anyone complained about a fair chance to respond.
Respond	A full written response is sent within twenty working days of the acknowledgement. It explains what was found, the decision, any action the Trust will take, and how to ask for a review if the complainant is still dissatisfied.
If more time is needed	If the matter is complex and cannot be answered in twenty working days, the complainant is told why and given a realistic date for the full response.

For complaints relating to the Nursery, the statutory EYFS timescales in section 6.10 also apply.

6.4 Stage 3 – Panel review

If the complainant is not satisfied with the Stage 2 response, they may ask for a review within twenty working days of receiving it, saying why they remain dissatisfied. The request is made to the Complaints Coordinator, or, where the complaint concerns the Complaints Coordinator, to the Chair.

The review is carried out by a panel of three people who have had no direct involvement in the matter complained about. At least one panel member will be independent of the management and running of the part of the Trust the complaint concerns. This independent-panel stage is carried across from the Madrasah's previous procedure, which handled it well, and now applies Trust-wide.

The panel arranges its review as soon as practicable, normally within twenty working days of the request. Any papers the panel will consider are shared with the parties in advance, normally at least five working days before. The complainant may be accompanied by one other person, such as a relative or friend. The

panel may uphold, partly uphold or not uphold the complaint, and confirms its decision, with reasons, in writing. The Stage 3 decision is the end of the Trust's internal process, and the complainant is told about the external routes in section 7.

6.5 Complaints about the Chair, a trustee, or senior leadership

A complaint should never be investigated or decided by the person it is about. Where a complaint is about the Chair, a trustee, the Complaints Coordinator, or a senior member of leadership, the normal route is set aside and the following applies:

- the complaint is directed to the Vice-Chair, or to another officer of the Executive Committee who is not the subject of the complaint;
- it is considered by a panel of Executive Committee members that excludes anyone the complaint is about and anyone with a conflict of interest;
- where the complaint is about the conduct of the Executive Committee as a whole, or cannot be handled impartially within the Trust, the complainant is signposted to the appropriate external body in section 7.

This independent route exists so that a complaint about a leader is never blocked, filtered or decided by that leader. If a complainant does not know who to approach, they may address their complaint to “the Executive Committee” and the Trust will make sure it reaches someone who can deal with it impartially.

6.6 Safeguarding hand-off

If, at any stage, a complaint suggests that a child or an adult at risk has been harmed, is at risk of harm, or that a member of staff or volunteer may have behaved in a way that harms or risks a child, the matter is passed to the Designated Safeguarding Lead immediately and dealt with under the Safeguarding and Child Protection Policy. It is not held over or slowed down by the complaints process. The complainant is told that the matter is being handled under safeguarding arrangements, so far as it is appropriate and safe to tell them.

6.7 Anonymous and third-party complaints

We would always prefer to know who is complaining so that we can respond and keep them informed. However, an anonymous complaint that raises a serious matter, or a safeguarding concern, will still be

considered and acted on so far as it can be. We will also accept a complaint made on behalf of someone else with their consent.

6.8 Unreasonable or persistent complaints

The Trust will always deal with complaints courteously and fairly. Very occasionally, a complaint is pursued in a way that is abusive to staff or volunteers or is repeated after it has already been fully and fairly answered, with nothing new to consider. In those rare cases the Executive Committee may decide, and record in writing, that the Trust will not correspond further on that matter, while making clear that any genuinely new complaint, or any safeguarding concern, will always be considered afresh.

6.9 Recording – the complaints register

The Complaints Coordinator keeps a central complaints register (Appendix B). Every formal complaint is recorded, together with the date received, the setting it concerns, the nature of the complaint, who handled it, the outcome, any action taken, and the dates of each response. The register lets the Trust track that timescales are met and report themes to the Executive Committee. Complaint records are kept securely, in line with data protection law, and retained for at least three years (see section 6.10 for the Nursery). Access is restricted to those who need it.

6.10 Nursery (EYFS) statutory requirements

Darul Arqam Nursery is registered with Ofsted (registration number EY243957) and must meet the requirements of the Early Years Foundation Stage statutory framework. In addition to everything above, the following apply to any complaint relating to the Nursery's fulfilment of the EYFS requirements:

- the Nursery investigates all written complaints relating to its fulfilment of the EYFS requirements and notifies the complainant of the outcome within 28 days of receiving the complaint;
- a written record of complaints is kept for at least three years and is made available to Ofsted on request;
- parents are told that they can raise concerns with Ofsted, and are given Ofsted's contact details (Ofsted, telephone 0300 123 4666);
- parents may also, where relevant, contact the local authority designated officer or Ofsted about a concern relating to a member of staff.

Nursery complaints carry statutory duties. The Nursery Manager is responsible for ensuring the 28-day EYFS timescale is met and that the record is kept and available to Ofsted. If in doubt, the Nursery timescale (28 calendar days) takes precedence for EYFS matters.

7. Reporting, Escalation and Breach

Reporting within the Trust

The Complaints Coordinator reports a summary of complaints, outcomes and timescales to each meeting of the Executive Committee and provides an annual overview of themes and lessons learned. Serious complaints are reported to the Executive Committee without waiting for the next scheduled meeting.

Taking a complaint outside the Trust

If a complainant remains dissatisfied after the Trust's internal process, or the matter is one for an external regulator, the following routes are available:

Body	When to approach them
Ofsted	Concerns about Darul Arqam Nursery and its compliance with the EYFS. Ofsted can be contacted at any time on 0300 123 4666. Ofsted regulates the Nursery; it does not act as a general complaints service for the Masjid or Madrasah.
Fundraising Regulator	Complaints about the Trust's fundraising that are not resolved by the Trust. These should be brought to the Fundraising Regulator within two months of the Trust's final response.
Charity Commission for England and Wales	Serious concerns about how the charity is run, such as significant harm to beneficiaries, a serious safeguarding failure, or serious financial mismanagement. The Commission regulates charities; it does not usually deal with individual service complaints or internal disputes.
Local authority / LADO	Concerns or allegations about the conduct of a member of staff or volunteer towards a child are dealt with under the Safeguarding and Child Protection Policy and may be referred to the local authority designated officer.
Information Commissioner's Office (ICO)	Complaints about how the Trust has handled personal data, once raised with the Trust first.

Wider action and statutory reporting by the Trust

Whatever the outcome for the individual complainant, the Trust will consider after any significant complaint whether wider action is needed. This includes whether the matter should be reported to a regulator or authority, such as a serious incident report to the Charity Commission, or a report to the Health and Safety

Executive, to Ofsted, or to the police, and whether any change to the Trust's policies, procedures or training would help to prevent a similar issue. Where a complaint could give rise to a claim, for example for loss or damage to property or for personal injury, the Trust's insurers will be notified.

Breach of this policy

A member of staff or volunteer who discourages, obstructs or mishandles a complaint, or who victimises someone for complaining, may be dealt with under the Disciplinary procedures. Where the person responsible is a trustee, the matter is dealt with under the Trustees' Code of Conduct and may, in a serious case, affect their position. Deliberately obstructing a complaint that conceals a safeguarding risk is treated as a serious matter.

8. Training and Awareness

Everyone who deals with the public is made aware of this policy so that they know how to receive a complaint, resolve simple matters, and pass on what they cannot resolve. Awareness of the policy forms part of induction for new staff and volunteers. The Complaints Coordinator, setting leads and the Designated Safeguarding Lead are briefed on their specific responsibilities, including the safeguarding handoff and the Nursery's EYFS duties. The way to make a complaint is publicised to worshippers, parents and service users, as set out in section 9.

9. Monitoring, Review and Compliance

This policy is published so that it is easy to find. It is available at the Masjid, the Madrasah and the Nursery, provided to parents of children at the Nursery and the Madrasah, and made available on request and, where the Trust maintains one, on its website. A short summary of how to complain is displayed where people can see it.

The Complaints Coordinator monitors complaints through the register to make sure timescales are met and lessons are acted on. The Executive Committee reviews the operation of this policy at least once a year, using the complaints report, and reviews the policy itself at least every twelve months, or sooner if there is a material change in the law, in regulatory guidance, or in the Trust's activities. Overall responsibility for this policy rests with the Executive Committee (Board of Trustees).

10. Related Policies and Documents

This policy should be read together with:

- Safeguarding and Child Protection Policy;
- Whistleblowing Policy;

- Grievance Policy and Disciplinary and Capability procedures;
- Data Protection and Privacy Policy;
- Equality, Diversity and Inclusion Policy;
- Fundraising Policy;
- Code of Conduct (for staff, volunteers and trustees); and
- the Trust's Constitution (the governing document).

11. Regulatory References and Further Guidance

This policy is informed by the following. References are given by title; readers should always use the current version.

Legislation:

- Childcare Act 2006 and the Early Years Foundation Stage (EYFS) statutory framework (in force from 1 September 2025), in respect of Darul Arqam Nursery;
- Equality Act 2010;
- Data Protection Act 2018 and the UK General Data Protection Regulation;
- Charities Act 2011.

Charity regulation and guidance:

- Charity Commission for England and Wales: guidance on complaints about charities, and on serious incident reporting;
- Charity Governance Code: the principles on integrity, openness and accountability.

Sector and other regulatory guidance:

- Fundraising Regulator: Code of Fundraising Practice, and complaints handling guidance for charities;
- Ofsted: how to complain about a childcare provider, and Ofsted's own complaints procedures;
- Department for Education: Keeping children safe in out-of-school settings (voluntary code of practice), in respect of Madrasah Islamiyah;
- Information Commissioner's Office: guidance on handling data protection concerns.

Appendix A: Complaint Form

You do not have to use this form to make a complaint, but it helps us to understand and deal with your concern. Please give as much detail as you can. If you need help to complete it, please ask any member of staff.

Your name	
How we can contact you	Phone: Email: Address:
Are you complaining on behalf of someone else?	Yes / No. If yes, their name and your relationship to them:
Which part of the Trust does your complaint concern?	Masjid / Madrasah Islamiyah / Darul Arqam Nursery / Other:
What is your complaint? (what happened, when, and who was involved)	
Have you raised this with anyone at the Trust already?	Yes / No. If yes, with whom and when:
What would put things right for you?	
Signature	
Date	

Please hand this form to the Trust office or the relevant setting lead, or send it to the Trust's complaints address. For office use: date received _____ received by _____ register reference _____.

Appendix B: Complaints Register (fields to be recorded)

The Complaints Coordinator maintains a central register of all formal complaints. Each entry records at least the following:

Field	What is recorded
Reference	A unique reference number for the complaint.
Date received	The date the complaint was received, and the stage it entered at.
Setting	Masjid, Madrasah Islamiyah, Nursery, or Trust-wide.
Complainant	Name and contact details (or “anonymous”), kept securely.
Summary	A short, factual summary of the complaint.
Handled by	The person investigating, and confirmation they were not involved in the matter.
Safeguarding check	Whether the matter was referred to the DSL, and when.
Key dates	Acknowledged; response due; response sent; any review requested and decided.
Outcome	Upheld, partly upheld or not upheld, and the reasons in brief.
Action and learning	Any action taken and any lesson for the Trust.
Status	Open or closed, and the closing date.

Appendix C: How your complaint is handled – at a glance

Stage	What happens	Timescale
Stage 1 Informal	Raise your concern with the person involved or the setting lead, who tries to put it right.	Normally within 5 working days.
Stage 2 Formal	Put your complaint in writing (or ask us to record it). We acknowledge it, investigate it independently, and send you a full written response.	Acknowledged within 5 working days; full response within 20 working days. Nursery (EYFS): outcome within 28 days.
Stage 3 Review	If you are still dissatisfied, ask for a review by a panel of Executive Committee members not previously involved.	Ask within 20 working days; decision normally within 20 working days.
External	If you remain dissatisfied, you may contact Ofsted (Nursery), the Fundraising Regulator (fundraising), or the Charity Commission (serious concerns).	See section 7 for details.

At any stage, if your complaint is about the safety or welfare of a child, it will be passed straight to our Designated Safeguarding Lead and dealt with under our Safeguarding and Child Protection Policy.

Adoption and Approval

This policy was formally adopted by the Executive Committee (Board of Trustees) of Mount Pleasant Islamic Trust by majority vote at a duly convened meeting, with the decision recorded in the minutes in accordance with the Constitution (clause 12.2). The date of adoption is recorded in the document control table on the cover page.

In adopting this policy, the Executive Committee confirms that:

- it has reviewed the contents and considers them appropriate to the Trust's size, activities and risk profile;
- it is satisfied that adequate arrangements are in place to put the policy into practice across the Masjid, Madrasah Islamiyah and Darul Arqam Nursery as applicable;
- it will receive reports on the operation of this policy as part of its standing governance oversight; and
- the policy will be reviewed in accordance with the review cycle stated on the cover page, or sooner if circumstances require.

Signed (Chair): *H Mayet*

Name: Hanif Mayet

Signed (Secretary): *N Lorgat*

Name: Nazir Lorgat

Date of adoption: 8th September 2026