


IAOS POLICY

	<p style="text-align: center;"><i>The Islamic Association of Saskatchewan, Regina Inc.</i> 3273 Montague Street, Regina, SK, S4S 1Z8 Website: www.iaosregina.com</p>	<p>Date Approved: December 13, 2016</p>	<p>Policy No: REG002-16</p> <p>Rev Date:</p>
<p>Policy Section: Mosque Governance</p>		<p>Policy Subject: General Complaint Handling</p>	
<p>OBJECTIVE</p> <p>Provide a streamline process to ensure general complaint are handled promptly and efficiently</p>			
<p>Policy Statement</p> <p>Complains of the general nature if not handled properly can result in inefficient running of IAOS. Streamline process is required to ensure that complains are handled in an effective way to meet the needs of the community members within IOAS resources.</p>			
<p>Procedures</p> <p>1.0 The IAOS complain form has to be filled by the person with the complaint in order to be considered for a resolution.</p> <p>2.0 IAOS board will direct the complaint to the relevant committee or outline a plan of action itself.</p> <p>3.0 The action taken by the relevant committee or the IAOS board will be communicated to the person making the complaint through email.</p>			