



Grievance Mechanism and Procedures

Prophet Muhammed (S) said that every son of Adam makes mistakes, and the best of the ones who make mistakes are those who turn to Allah in sincere repentance. (*at-Trimidhi #2499 and Ibn Maajah #4251*)

Every human being is susceptible to making mistakes that could tread on the rights of other human beings. As a result, there is a need to define an adequate process by which such mistakes and grievances can be rectified and the parties involved and/ or the community at large is saved from any adverse effects.

The defined process addresses the resolution of grievances between

- ISD members
- ISD members and the ISD Executive committee
- ISD members and employees of ISD including the Imam
- ISD Executive committee and employees of ISD including the Imam

As part of the process and for the harmony of the society, it is suggested that an initial attempt should be made to resolve all minor and major issues by the parties involved. The formal process of grievance resolution should only be invoked if these initial attempts fail. We pray to Allah (SWT) that He gives us the Tawfeeq and the understanding to resolve our issues, forgive each other for our mistakes, and repent to Allah for our shortcomings.

The formal process is outlined in the following three documents:

- 1. Grievance Resolution Procedure:** This document outlines the whole process of resolving any grievance between parties as mentioned above and refers to the **Grievance Report Form** and **The Judiciary Committee Procedures** wherever appropriate. This document must be used as a guideline for the effective implementation of the grievance resolution process.
- 2. Grievance Report Form:** This document provides a form to be filled out by all parties involved in the grievance and will be used initially by the **ISD Secretary/President** for ascertaining the facts.
- 3. The Judiciary Committee Procedures:** The document outlines the procedures that must be followed by any **Judiciary Committee** that is formed by the **ISD** to adjudicate any conflict.