



Comments and Feedback

1. Introduction

Altrincham Muslim Association welcomes your suggestions and comments and takes seriously all feedback that you raise. AMA would like to reassure you that all comments and feedback will be considered. We are here to serve our community, and we want to hear your views and your ideas.

2. Aim

We want to ensure that:

- You are aware of the procedure for providing feedback
- You are confident that we listen and take comments and feedback seriously
- We respond to comments and feedback in a courteous and efficient manner
- We take action where appropriate

3. Procedure for making a comment or providing feedback

We welcome all concerns, however minor. These should be communicated to a member of the committee nominated to the role of Feedback and Comments Coordinator. There are 3 ways in which you may give us your comments or feedback:

- By completing a comments and feedback form and placing it in the feedback and comments box located in both prayer halls. This will be emptied every Friday.
- Completing the details on our website <http://www.ama-online.org.uk/>
- In person; Brothers to contact Nasser Kurdy on 07983 978 370 or nkurdy@tiscali.co.uk
Sisters to contact Elinor Chohan on 07979 495 940 or elinor@chohan.vianw.co.uk

Should you raise a matter in person or by telephone, it may be possible to conclude the issue immediately and to your satisfaction. If you raise a matter in writing, the Comments and Feedback Coordinator will contact you, as soon as is practically possible to address the issues raised. Occasionally, issues raised may require discussion at an AMA Committee Meeting before responding. Should a detailed exploration of the issues be needed, you will be informed.

Your comments and feedback will be treated in a confidential manner and with respect. Knowledge of these will be limited to the AMA Committee and those directly involved. Should resolution of the feedback necessitate external input to that of the committee, you will be fully informed of those involved.

We hope that you ultimately feel that the matters that you raised have been fully and fairly considered and addressed. If however you believe that we are not adhering to our charitable objects you are fully within your entitlement to take the matter up with the Charities Commission.

Charities Commission Direct
PO Box 1277
Liverpool
L69 3UG
Telephone: 0845 3000 218
www.charity-commission.gov.uk

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