

# Husaini Islamic Centre

THE KHOJA SHIA ITHNA-ASHERI MUSLIM COMMUNITY OF PETERBOROUGH

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## **Procedures for members to obtain further information register constructive comments and follow grievances with fellow members of the community or the management committee.**

1. The management committee runs through delegation of the work designated to specific sub-committee as listed on the board. Each sub-committee is a functional sub-committee and your first point of contact with any matter should be the relevant sub-committee members or co-ordinator.
2. If the matter is not satisfactorily resolved, then it should be referred to the vice president or the president of the community.
3. If after this stage, the matter still remains unsolved, the trustees of the Jamaat can be involved in trying to resolve the matter.
4. If even, after this no satisfaction was achieved, the member may ask the president to put the matter forward for a full discussion by the management committee as a whole.
5. In the most unlikely event that this matter is still not resolved, the matter can be referred to the general body at the next general meeting with appropriate period of notice for the special resolution to be put in to discuss the matter at the general level.
6. Please remember that all decisions of the committee and general meetings are arrived at by majority decision and that decision should be respected. It may happen that majority decision may not be in line with personal liking of individuals, but respect of the majority decision is most important to our democratic institution.
7. At all times, the approach should be polite and courteous. There is no need for extensive letter writing, which may be based on perception of one side to any particular discussion or argument.
8. All members are requested to always contact the relevant sub-committee members personally as all matters between Muslim brothers should be dealt with in an amicable manner and resolved sincerely with Allah in our minds.

9. Individuals may have very constructive comments or feedback relating to the community affairs and these can be voiced in a number of ways:
  - By approaching the individual sub-committee members or co-ordinator
  - By approaching verbally the office bearers
  - By writing courteous suggestion letter which must be named so that the relevant suggestion can be followed up.
  
10. The system of suggestions and constructive feedback should not be used to put into writing accusations against fellow member and our fellow Muslim brethren.
  
11. The quarterly open forum meetings or general meetings can be used to bring specific suggestions under any other business.

We sincerely request all members to take into account that the matters relating to our community and our faith is Amanat from Allah (swt) and our twelfth Holy Imam (as) and we should be very careful when exercising this Amanat.