PARS Community

Iranian Liverpool Community

Complaints Policy and Procedure

1. Introduction

Pars Community is committed to providing appropriate, fair and respectful community services in accordance with its charitable purposes, available resources and organisational policies.

We welcome feedback and take genuine complaints seriously. Complaints help us identify problems, improve our services and ensure that people are treated fairly.

This policy explains how individuals can raise concerns or complaints about services provided by Pars Community and how those complaints will be considered.

We aim to handle complaints fairly, consistently and confidentially, while treating everyone involved with dignity and respect. We also expect anyone using or engaging with our services to treat our employees, volunteers, trustees and representatives respectfully.

2. Scope of This Policy

This policy applies to complaints relating to services and activities provided directly by Pars Community, including concerns raised by:

- Students and learners using our community services.
- Service users and beneficiaries.
- Volunteers and employees.
- Community members and members of the public.
- Partner organisations and individuals working with Pars Community.

This policy covers concerns about the quality, delivery or administration of our services, communication, staff or volunteer conduct, and the application of our policies and procedures.

Where a concern relates to a specific service, external organisation, examination, funding body or partner provider, we will explain which organisation is responsible for addressing it and, where appropriate, direct the complainant to the relevant procedure.

This policy does not replace separate procedures for safeguarding concerns, staff grievances, disciplinary matters, data protection complaints, examination appeals or other matters covered by specific policies. These will be handled under the relevant procedure where appropriate.

3. Our Principles and Responsibilities

Pars Community will:

- Listen to complaints and consider them fairly and objectively.
- Handle complaints in a proportionate and reasonable manner.
- Treat complainants and the people involved with dignity and respect.
- Keep information confidential where appropriate and share it only where necessary and lawful.
- Take reasonable steps to investigate matters within our knowledge, responsibilities and control.
- Explain the outcome of a complaint and, where appropriate, identify improvements.
- Avoid unreasonable delays and keep complainants informed if additional time is required.

Our responsibility is limited to services, activities and decisions that fall within Pars Community's remit. We cannot guarantee a particular outcome, provide services outside our capacity or charitable purposes, or accept responsibility for decisions and actions made independently by external organisations.

4. Respectful Behaviour and Unreasonable Conduct

Pars Community is committed to providing a welcoming environment for everyone. This commitment applies equally to our service users, employees, volunteers, trustees and representatives.

We expect all individuals engaging with Pars Community to communicate respectfully and to allow concerns to be addressed through the appropriate procedures.

We will not accept abusive, threatening, discriminatory, intimidating or harassing behaviour towards our employees, volunteers, trustees, service users or other representatives.

We may also take proportionate steps where a person repeatedly makes excessive or duplicative complaints, makes unreasonable demands, or behaves in a way that significantly disrupts our services or prevents staff and volunteers from carrying out their duties.

Depending on the circumstances, these steps may include:

- Asking the individual to communicate calmly and respectfully.

- Restricting communication to a designated contact or written correspondence.
- Arranging appointments rather than accepting repeated unscheduled visits.
- Limiting the frequency or method of communication where this is reasonably necessary.
- Temporarily restricting access to particular activities or services where justified and proportionate.

Any restrictions will be considered on an individual basis, taking account of the circumstances, the safety of those involved and any relevant legal or safeguarding obligations. Where appropriate, the individual will be informed of the reasons for the decision and any review arrangements.

A complaint will not be dismissed simply because it is critical of Pars Community or its representatives. Equally, making a complaint does not entitle anyone to abuse, threaten or intimidate those responsible for responding to it.

Any immediate threat to personal safety may be referred to the police or other appropriate authorities.

5. How to Make a Complaint

We encourage individuals to raise concerns as soon as reasonably possible, so that we have a fair opportunity to understand and address the matter.

Stage 1: Informal Resolution

Where appropriate, the individual should first raise the concern with the employee or volunteer involved, or with the person responsible for the relevant service.

Many concerns can be resolved through an explanation, clarification or discussion.

If the individual is uncomfortable approaching that person, or if the matter is serious, they may proceed directly to Stage 2.

Stage 2: Formal Complaint

If the concern cannot be resolved informally, the individual should submit a written complaint by email to:

Email: David@parscommunity.co.uk

The complaint should include, where possible:

- The complainant's name and preferred contact details.
- A clear description of the concern.
- The date, time and location of the incident, if known.

- The names or roles of the people involved, if known.
- Details of any steps already taken to resolve the matter.
- Any relevant supporting information or documents.
- The outcome the complainant would like us to consider.

Complaints should normally be raised within three months of the incident or the complainant becoming aware of the issue. We may consider complaints submitted later where there is a reasonable explanation for the delay and a fair investigation remains possible.

If a person needs assistance to submit a complaint, they may contact us to discuss reasonable alternative arrangements.

6. Acknowledgement and Investigation

We aim to acknowledge receipt of a formal complaint within five working days.

The complaint will be reviewed by an appropriate person authorised by Pars Community management. Where reasonably practicable, the person investigating the complaint will not have been directly involved in the matter.

We may contact the complainant for clarification, request relevant information, speak to people involved or review relevant records.

We aim to provide a written response within 15 working days of acknowledging the complaint. If the matter is complex or requires additional enquiries, the process may take longer. We will inform the complainant of the delay and provide an updated estimated timescale.

Our investigation will be proportionate to the nature and seriousness of the complaint. We will consider the available information and reach a reasonable conclusion based on the evidence available.

We may be unable to investigate or reach a conclusion where essential information is unavailable, the matter falls outside our remit, or there is insufficient evidence to establish what occurred. In such circumstances, we will explain the position as far as reasonably possible.

7. Complaint Outcomes

Once the investigation is complete, we will communicate the outcome in writing, where contact details are available.

Depending on the circumstances, the outcome may include:

- **Upheld:** The complaint is supported by the available evidence.

- **Partially upheld:** Some aspects of the complaint are supported.
- **Not upheld:** The available evidence does not support the complaint.
- **Inconclusive:** There is insufficient information to reach a reliable conclusion.
- **Outside our remit:** The matter is primarily the responsibility of another organisation or procedure.

Where a complaint is upheld or partially upheld, we will consider appropriate action. This may include clarifying information, correcting an administrative error, reviewing a procedure, improving communication or providing relevant guidance or training.

Any action will be reasonable and proportionate to the circumstances. Pars Community does not routinely provide compensation, refunds or other financial remedies in response to complaints. Any such matter will be considered only where appropriate, taking account of the relevant agreement, applicable law and the circumstances of the case.

We will respect the privacy and confidentiality of employees, volunteers and other individuals involved. We may therefore be unable to disclose confidential personnel information or details of any internal disciplinary action.

8. Stage 3: Request for Review

If the complainant is dissatisfied with the outcome, they may request a review in writing within 10 working days of receiving the decision.

The request should explain why the complainant considers the original decision incorrect, incomplete or procedurally unfair.

Where reasonably practicable, the review will be conducted by a senior representative or trustee who was not involved in the original investigation.

The review will consider whether the complaint was handled fairly, whether relevant information was considered and whether the outcome was reasonable.

We aim to respond to a review request within 15 working days. If more time is required, we will explain the reason and provide an updated timescale.

The review decision will normally conclude Pars Community's internal complaints procedure. This does not remove any statutory rights or the ability to contact an appropriate external body where applicable.

9. Anonymous Complaints

Pars Community may consider anonymous complaints where sufficient information is provided to assess the concern.

However, anonymity may limit our ability to ask follow-up questions, verify information or provide an outcome. We will decide whether further investigation is appropriate based on the nature of the allegation, the information available and any relevant safeguarding or legal obligations.

We will not automatically disregard a complaint solely because the complainant has not provided their name.

10. Confidentiality and Data Protection

Information relating to a complaint will be handled carefully and in accordance with applicable data protection legislation and Pars Community's relevant policies.

Information will be shared only where necessary for the investigation, the fair handling of the complaint, safeguarding, legal compliance or another lawful purpose.

We cannot guarantee absolute confidentiality where disclosure is required by law or necessary to protect individuals from harm.

Records of complaints and their outcomes will be retained in accordance with our data retention arrangements and applicable legal requirements.

11. Safeguarding and Serious Concerns

Where a complaint raises concerns about the safety or welfare of a child or an adult at risk, it will be referred promptly to the appropriate safeguarding lead and handled under Pars Community's Safeguarding Policy.

A safeguarding concern does not need to wait for the ordinary complaints process to be completed.

Where there is an immediate risk of serious harm or an emergency, individuals should contact the appropriate emergency services.

Allegations of fraud, serious misconduct, discrimination or other potentially unlawful conduct will be considered under the relevant procedures and referred to the appropriate authority where necessary.

12. External Organisations and Services

Pars Community may work with external organisations, funders, referral agencies and service providers. We cannot investigate or determine matters that are solely within another organisation's responsibility.

Where a complaint concerns an external organisation, we will explain the limits of our role and, where appropriate, provide information about the organisation's complaints procedure.

Where the complaint concerns a service jointly delivered with a partner, we will consider the aspects for which Pars Community is responsible and liaise with the partner where appropriate and lawful.

13. Monitoring and Review

Pars Community will use complaints and feedback, where appropriate, to identify recurring issues and improve its services.

The charity will review this policy annually, or earlier if required by changes in legislation, organisational arrangements or good practice.

The policy will be made available to service users and other interested parties on request.

Approved by the Board of Directors on 16/03/2026

Adel Teimori Vice-chair

David Golabli Chair



Next review date: 20/10/2026

Next review date: 20/10/2027