

Director's Statement of Review for Complaint Policy

As Director, I confirm that our organization has a clear and effective complaints procedure in place. This policy ensures that all complaints are handled with fairness, confidentiality, and impartiality. It provides a structured process for submitting, investigating, and resolving issues in a timely manner.

We are committed to continuously reviewing this procedure to maintain transparency and trust. Any feedback or concerns will be addressed through the appropriate channels, ensuring accountability at every step.

Yours sincerely,



Mostaque Ahmed
Director
Ideal Quarters

