

Charity no; 1151045



**MEMBERSHIP TERMS OF
ARRAHMAN COMMUNITY AND
EDUCATIONAL TRUST**

2024

Foreword

It gives me great pleasure to introduce this booklet on the **Membership Terms of Arrahman Community and Educational Trust (ACET)**. Since its establishment in 2013, ACET has been at the heart of supporting and uplifting the Swahili-speaking community in Slough, Berkshire, while fostering unity among diverse cultural and religious groups. Our mission is to serve the needs of our community through charity, education, and social engagement, ensuring that everyone, regardless of their background, feels included and empowered.

This booklet outlines the key aspects of becoming and remaining a member of Arrahman Community and Educational Trust. It details the roles, rights, and responsibilities of our members, as well as the benefits and opportunities that come with being part of our organization. From educational programs and professional development to essential community services such as funeral support, ACET aims to offer a comprehensive platform for personal and communal growth.

We believe that active membership is at the core of the Trust's strength and success. Every individual who joins contributes to the development of the community and shares in the collective responsibility of making a positive impact. We value the trust and participation of our members, and this booklet is designed to ensure clarity and transparency in the terms that govern our shared efforts.

As you read through this booklet, we hope you gain a deeper understanding of the commitment ACET has made to its members and the wider community. We also encourage you to engage with us, offer your feedback, and take an active role in shaping the future of the Trust.

Thank you for your continued support, dedication, and contribution to the growth of Arrahman Community and Educational Trust.

With best wishes,

Amar Salum
Chairperson
Arrahman Community and Educational Trust

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1. Introduction

Arrahman Community and Educational Trust, established in Slough, Berkshire, and registered in 2013 under Part 4 of the Charities Act 2011 (Charity no. 1151045), is committed to fostering unity and empowerment among individuals who speak both Swahili and English. The Trust encourages collaborative efforts that benefit the whole community, celebrates diversity, and promotes meaningful cultural exchange, creating an inclusive environment for all. By fostering solidarity and cooperation within the Swahili community, we aim to leverage unique skills and experiences to address social challenges and create a stronger, more inclusive society. Additionally, we actively engage with individuals from diverse cultures, promoting mutual respect and understanding to strengthen social cohesion. Through joint initiatives, educational programs, workshops, and community events, we strive to raise awareness about the vital role individuals play in contributing to their local communities, particularly in Slough, fostering civic participation, volunteering, and a shared sense of responsibility for positive social change.

N.B. Important Notice Regarding New Membership Scheme

Arrahman Community and Educational Trust has introduced significant changes to the membership scheme, which differ from the previous arrangement familiar to the community in Slough. In the past, there was a funeral fund where families contributed £15 per month and single individuals paid £10 per month. This is no longer the case.

Under the new membership scheme, every individual aged 18 and above is required to pay a flat fee of £10 per month. This membership fee will now cover all services provided by Arrahman Community and Educational Trust, including funeral costs. In the unfortunate event of the death of a member or their child under the age of 18, the funeral expenses will be covered.

This new structure simplifies the payment system and ensures that all services, including those related to funerals, are covered under one unified membership fee. This is an important update for those who were part of the previous funeral fund and for new members joining the Trust.

2. Eligibility for Membership

How to Become a Member of Arrahman Community and Educational Trust

i. Eligibility

Membership is open to all Muslims, who are 18 years old or above living in Slough. However, there are certain exemptions to this rule, depending on the decision of Executive Committee of Arrahman.

ii. Agreement

Applicants must understand and accept the values and mission of Arrahman Community and Educational Trust, agree to follow its constitution, and accept the terms of membership.

iii. Application

To become a member, one must complete the application form with all required information.

iv. **Approval Process**

Once the application is submitted, it will undergo a review by the ACET executive team, who will make the final decision on approval of membership.

v. For an individual who is living in Slough and who has not become a member by June 2025, for reasons known to him/her, and then he/she decides to apply for membership of Arrahman Community and Educational Trust and is granted membership, that individual will not enjoy the whole benefits of membership for six months.

By following these steps, individuals can join and benefit from the services offered by the Trust.

3. **Membership Fees**

Arrahman Community and Educational Trust requires a membership fee of £10 per month for individuals aged 18 and over. However, those who are above the age of 18 years, disabled (mentally or physically) therefore, can not work are exempted from paying membership fee of £10. Individuals with disabilities who are mentally capable of making their own life decisions and supporting themselves are not exempt. They are required to pay a monthly fee of £10.

To join, members must complete an application form and agree to the organization's terms and conditions. The fee can be paid monthly through direct debit or in cash, with additional options to pay quarterly, half-yearly, or yearly. This membership contribution supports the Trust's ongoing initiatives and helps maintain its vital services within the community.

4. **Membership Benefits**

i. Essential Membership Benefits

➤ **Reduced or waived fees for certain charity programs or services.**

As a member of Arrahman Community and Educational Trust, you may receive reduced or waived fees for various programs and services offered by the organization. This benefit ensures that members have easier access to educational initiatives, community workshops, and religious services without financial barriers. For example, if the Trust offers community education classes, youth programs, or healthcare initiatives, members might either pay a discounted fee or no fee at all. This helps strengthen community participation and encourages members to engage in activities that promote personal and communal growth.

➤ **Discounted Madrasa Fees for Member's Children**

As a valued benefit, children of members of Arrahman Community and Educational Trust will receive a reduced monthly fee for madrasa classes. This discount allows members to provide affordable religious and educational opportunities for their children, with fees set at a lower rate than those charged to children of non-members. This benefit makes madrasa education more accessible to members' families, helping support their children's spiritual and educational development within the community.

➤ **Invitations to members-only events, conferences, and seminars**

Members of Arrahman Community and Educational Trust will have exclusive access to special events, conferences, and seminars. These events are designed to provide valuable knowledge and insights on topics such as community development, leadership, religious matters, and

personal improvement. By attending these members-only events, you can network with other members, share ideas, and collaborate on projects that benefit the entire community. Additionally, these events foster a sense of belonging, helping members stay connected with the organization's goals and activities.

➤ **Advocacy and representation for member's interest.**

The Trust serves as a voice for its members, advocating on their behalf regarding matters that impact the community. Whether it's addressing local issues within Slough or working on larger societal concerns, Arrahman Community and Educational Trust is dedicated to representing its members' interests. This might include addressing religious, social, or educational challenges that affect the Muslim community, ensuring that members have strong representation in discussions that matter to them. By being a member, you are part of an organization that actively works to protect and promote your rights and values within the broader community.

➤ **Lobbying effort on behalf of the organisation member**

Arrahman Community and Educational Trust also engages in lobbying activities to advocate for causes that align with the community's values and needs. Whether this involves engaging with local government or working with larger charitable networks, the Trust will lobby for policy changes or community services that benefit its members. This could include advocating for better educational resources, improving community facilities, or ensuring that religious practices are respected and supported within the community. Members benefit from knowing that the organization is working to influence decisions and policies that directly impact their lives and wellbeing.

➤ **Funeral Services:**

- Basic funeral services involve the following costs:
- Borough Council associated costs e.g land and digging of grave.
- Payment of agent who is responsible for all burial arrangements

How Funeral Costs Will Be Covered:

➤ **For Members Who Pass Away in Slough**

Arrahman Community and Educational Trust will cover all basic funeral costs and manage all burial arrangements for any member who passes away in Slough. The Trust will handle all aspects related to the burial, ensuring everything is done according to Islamic guidelines.

➤

ii. For Members Who Pass Away Outside the UK

In the unfortunate event that a member passes away outside the UK, Arrahman Community and Educational Trust will provide support for funeral arrangements based on specific circumstances as outlined below:

- **Member Passes Away in Africa.**

If a member passes away in Africa and was residing in the UK, Arrahman Trust will contribute 25% of the funeral costs if the burial is to take place in the UK. This contribution

will help cover a portion of the funeral expenses for the member's relatives who choose to bury the deceased in the UK.

- **Member Passes Away Outside the UK (Any Location)**

For members who pass away outside the UK, regardless of location (excluding Africa), Arrahman Trust will cover funeral expenses up to an amount equivalent to the cost of a funeral in the UK, but not exceeding that amount. This support ensures that the family can provide a respectful funeral while managing the financial burden.

In addition, Arrahman Trust will pay the transport costs if relatives want the deceased to be transported to his/her home country, and the transport expenses to be paid will not exceed the funeral costs here in UK.

However, if relatives want the deceased to be buried here in UK, they will need to cover the transport costs from the country where the death occurred, and Arrahman will cover the burial costs here in UK.

This financial support allows for flexibility in burial location while adhering to a budget comparable to UK-based funeral costs.

These provisions help ensure that all members and their families receive financial assistance in the event of a death, regardless of location, with respect to the member's and family's wishes.

If a member who lives in another area of the UK passes away, Arrahman Community and Educational Trust will still cover the funeral costs. Additionally, the Trust will work with a local Muslim organization in the area where the member lived to ensure he/she receives a proper Islamic burial.

Family Member Who is Under Age of 18

- For those family member who dies during visit to Africa, Arrahman will pay 25% of funeral costs.
- Under age family member who live outside Slough and dies there, Arrahman will pay 50% of the funeral costs.
- Underage family member who is living in Africa and passed away there, Arrahman will pay no funeral costs.

iii. For Visitors of a Member Who Passes Away in the UK

For a short stay visitor (not more than 6 months) and visitor should be either father, mother or child of a member, staying with a member of Arrahman Community and Educational Trust passes away while in the UK, the Trust will take responsibility for organizing the burial in accordance with Islamic traditions by contributing £2000 of burial/transport costs if family members want to transport the deceased to his/her home country, ensuring the deceased is properly cared for.

These measures ensure that all members and their families are supported with dignity and respect during difficult times.

N.B: Arrahman Community and Educational Trust will only fund funeral related services as stated above and not otherwise, therefore, does not in any circumstances will provide cash to deceased's family.

➤ **Legal and Consulting Services**

As a member of Arrahman Community and Educational Trust, you may gain access to valuable legal and consulting services. This benefit ensures that members can receive guidance on various legal matters that might arise, especially in areas relevant to community well-being, charity regulations, and social justice. The Trust may provide consultations or partner with legal professionals to offer advice on issues such as:

- **Charity compliance:** Ensuring members understand the legal framework surrounding charitable activities and donations.
- **Islamic wills and inheritance planning:** Offering guidance on writing wills in accordance with both Islamic law and UK regulations.
- **Community disputes:** Providing mediation and advice to resolve conflicts that may arise between members or in the community.

These consulting services not only offer members peace of mind but also ensure that they can seek professional support when navigating complex legal challenges or seeking advice on personal matters

➤ **Voting rights at General Meetings**

One of the key benefits of membership is the right to participate in the decision-making processes of the organization by exercising voting rights during general meetings. General meetings are important forums where members can:

- **Vote on key issues:** Members have the right to vote on major decisions affecting the organization, including policy changes, financial matters, and strategic direction.
- **Elect leadership:** Members can vote in elections to appoint the leadership team, ensuring that the organization is governed by individuals who represent the collective interest of its members.
- **Voice opinions:** General meetings provide a platform for members to raise concerns, suggest improvements, or provide input on various activities.
- **Right for leadership position within the organisation**

Members of Arrahman Community and Educational Trust are eligible to run for and hold leadership positions within the organization. This includes roles on the executive committee or other positions of authority within the charity's structure. Leadership positions carry the responsibility of steering the organization in line with its mission and values, as well as ensuring the proper management of its operations.

- **Leadership Roles:** Eligible members may run for key positions such as chairperson, secretary, treasurer, or other committee roles that guide the Trust's activities.
- **Influence and Responsibility:** Holding a leadership role gives members the ability to shape the direction of the organization, lead projects, and represent the community in important decisions.

- **Commitment to the Community:** As a leader, members contribute to the long-term vision of the Trust, helping to expand its impact and ensure its success in serving the community.

N.B: According to our charity's constitution, the body of trustees plays a key role in the final approval of any election within the Arrahman Community and Educational Trust.

ii. Professional Development Benefits

➤ **Training and Workshops**

As a member of **Arrahman Community and Educational Trust**, you will have access to various training programs and workshops aimed at enhancing your professional and personal skills. These sessions are designed to empower members with knowledge and tools that can be applied in their careers, community service, and personal growth. The Trust provides opportunities for members to:

- **Develop leadership and management skills:** Workshops focused on leadership development, project management, and organizational skills, allowing members to take on more active roles within the community or in their professional lives.
- **Learn new skills:** Training in areas such as financial literacy, communication, and conflict resolution, which can be beneficial for both personal and professional growth.
- **Understand community engagement:** Specialized sessions that equip members with the knowledge to effectively serve their community through volunteering, advocacy, and charity work.

These workshops create a pathway for continuous learning, ensuring that members can stay updated with the latest trends and skills necessary for their professional journey.

➤ **Job boards and Career Services**

Arrahman Community and Educational Trust also supports the professional advancement of its members through job boards and career services. Members can access exclusive resources that help them navigate the job market, seek new employment opportunities, and receive career guidance. This includes:

- **Access to job postings:** The Trust may maintain a job board where members can find opportunities relevant to their skills and aspirations. These opportunities could range from local community roles to professional positions in various industries.
- **Networking opportunities:** Members are encouraged to connect with professionals, mentors, and peers through the Trust's events and initiatives, helping them build meaningful connections that can open doors to career advancement.
- **Career advice and counseling:** Members can benefit from consultations with career advisors who provide guidance on job search strategies, CV building, interview techniques, and career planning.

By providing these professional development resources, Arrahman Community and Educational Trust helps its members build fulfilling careers while contributing to the overall success and wellbeing of the community.

iii. Community Engagement Benefits:

➤ Volunteering Opportunities

As a member of **Arrahman Community and Educational Trust**, you will have access to a wide range of volunteering opportunities that allow you to give back to the community while building meaningful relationships. The Trust regularly organizes volunteer-driven activities such as:

- **Charity events:** Members can participate in fundraising, organizing events, or offering hands-on assistance in various community service projects.
- **Support for vulnerable groups:** Volunteer to assist in programs that provide support to the elderly, children, and disadvantaged individuals within the community.
- **Mentorship programs:** Share your knowledge and skills by mentoring young people or other members in need of guidance, helping them grow both personally and professionally.

These opportunities not only provide a platform for members to contribute to social welfare but also offer personal fulfillment through active participation in making a positive impact.

➤ Community Outreach Programmes

Members of **Arrahman Community and Educational Trust** also have the chance to engage in structured community outreach programs aimed at improving the lives of those in need.

These programs focus on:

- **Public awareness campaigns:** Participate in educational programs that inform the wider community on important issues such as health, education, and social cohesion. These programs help spread awareness and foster unity within the community.
- **Cultural and social integration activities:** Members can help organize and participate in events that promote understanding between different cultural groups within the community, strengthening social bonds.
- **Partnerships with local organizations:** The Trust frequently collaborates with other charitable organizations, schools, and local governments, giving members the opportunity to engage with broader initiatives that have a wide-reaching impact.

Through these outreach efforts, members can actively contribute to building a more cohesive, supportive, and inclusive society while gaining valuable experience and skills in community service

iv. Feedback & Evaluation Benefits:

➤ Survey and Feedback Mechanisms

Members of **Arrahman Community and Educational Trust** are provided with structured opportunities to share their thoughts and feedback on various aspects of the organization.

These mechanisms include:

- **Regular surveys:** Members can participate in surveys designed to collect insights on their satisfaction with services, events, and programs. This helps the Trust understand member needs and make data-driven improvements.
- **Open feedback opportunities:** Members are encouraged to provide feedback at any time through designated channels like suggestion forms, online platforms, or directly during meetings. This open communication helps address concerns promptly and keeps the Trust responsive to its members.
- **Discussion forums:** In addition to formal feedback mechanisms, there are opportunities for members to participate in focus groups or forums where more detailed discussions about the Trust's operations and future plans can take place.

➤ **Performance Metrics and Reports**

Transparency and accountability are central to the operations of **Arrahman Community and Educational Trust**. To ensure members are well-informed, the Trust provides:

- **Annual performance reports:** These comprehensive reports offer a summary of the Trust's activities, financial health, and the outcomes of its programs. Members can review these reports to see how their contributions are being used and the impact the Trust is making.
- **Program evaluations and metrics:** The Trust regularly assesses its programs to track progress, measure success, and identify areas for improvement. Metrics on key performance indicators are shared with members, offering insight into the effectiveness of various initiatives.
- **Financial transparency:** Detailed financial reports ensure members are aware of how funds are being managed, fostering trust and confidence in the Trust's stewardship.

These benefits reinforce the idea that membership with Arrahman Community and Educational Trust is not just about receiving services but also about being part of a proactive, supportive community that works for the betterment of its members and the wider society.

5. Responsibilities of Members

Member Responsibilities Towards Arrahman Community and Educational Trust

Members of Arrahman Community and Educational Trust play a critical role in ensuring the success and sustainability of the organization. As the Trust is committed to serving the community through various charitable services, including educational programs and funeral services, members are expected to uphold certain responsibilities that align with the values and mission of the Trust. Below are key responsibilities for members:

i. Financial Contributions

Members are required to pay their monthly membership fees of £10, which supports the Trust's operations, community activities, and services, including funeral expenses for members. Timely and consistent payment of these fees ensures that the Trust can continue providing essential services to the community. Members must ensure that they meet their financial

obligations and avoid delays in payments, as failure to pay for three consecutive months may result in termination of membership.

ii. Active Participation

Members are encouraged to actively participate in the Trust's events, meetings, and community initiatives. Whether it's attending general meetings, joining educational workshops, or volunteering at events, active engagement helps strengthen the organization and foster a sense of unity. Participation in decision-making processes, particularly at annual general meetings, allows members to express their opinions, vote on key matters, and contribute to shaping the future direction of the Trust.

iii. Adherence to Organizational Values and Constitution

Members are expected to respect and adhere to the values and principles that the Trust stands for. This includes complying with the Trust's constitution and all the terms and conditions set forth by the organization. Members must also maintain ethical behavior, ensuring that their actions align with the mission of the charity. Any misconduct or violation of the Trust's values may lead to disciplinary actions, including expulsion from the organization.

iv. Promoting Inclusivity and Community Well-Being

As representatives of the Trust, members have a duty to promote inclusivity and support the wider community. This involves fostering cooperation among diverse cultural and religious groups, enhancing social cohesion, and encouraging charitable actions that benefit all. Members should also advocate for the Trust's objectives, encouraging others to join and participate in community activities that address social issues and promote development.

v. Contribution to Funeral and Community Welfare Services

One of the key services provided by the Trust is funeral support. Members should be aware of their obligation to support this aspect of the Trust's work, ensuring that

they help in any way possible, whether through financial contributions or offering voluntary assistance in times of need. Members may be called upon to help with organizing funerals, providing transportation, or supporting bereaved families, demonstrating solidarity with fellow members.

vi. Accountability and Communication

Members are encouraged to maintain open communication with the leadership of the Trust, particularly if they experience any issues or have suggestions for improvement. This responsibility also extends to providing updated personal information, such as changes in contact details or residence, to ensure that the Trust can maintain accurate records. If a member is unable to fulfill their obligations, they should notify the leadership to avoid misunderstandings or penalties.

vii. Support for Trust's Initiatives

Members should actively support and promote the Trust's charitable initiatives, including fundraising efforts, community outreach programs, and educational projects. This responsibility can involve volunteering time, resources, or skills to further the Trust's mission of helping those in need and fostering educational opportunities for future generations.

6. Termination of Membership

fee for three consecutive months, their membership will be automatically terminated.

i. **Process for Resignation**

Members can voluntarily resign from the charity at any time. Membership is personal and cannot be transferred to another individual. The charity also reserves the right to terminate membership under certain conditions, such as non-payment of fees or actions against the charity's interests. Specifically, if a member fails to pay the £10 membership

ii. **After Resignation or Termination**

- The charity will update its membership records to reflect the resignation or termination.
- The former member will lose all voting rights and other privileges associated with membership.
- The charity may have procedures for reinstating membership if the individual wishes to rejoin in the future, provided that all outstanding fees are paid.
- There will be no refund for a member who resigned or his/her membership terminated by the Trust.

7. Reinstatement of Membership:

i. **Eligibility for Reinstatement**

A member can be reinstated if their resignation was not due to actions that violated the principles of Arrahman Community and Educational Trust.

ii. **Non-expulsion**

The individual must not have been expelled from the Community for misconduct or other serious reasons.

iii. **Payment of Overdue Fees**

To regain membership, the individual must pay all overdue membership fees owed at the time of their resignation. In addition, his/her reinstatement will be discussed by the Trust for final decision..

By fulfilling these conditions, former members can be welcomed back into the Trust and regain their previous membership privileges.

8. Leadership Responsibilities Towards Members

i. **Transparency and Accountability**

Charity leaders must ensure transparency in all operations and be accountable to their members. This includes:

- Providing clear and regular communication about the charity's activities, finances, and decision-making processes.
- Producing comprehensive annual reports that detail the charity's work and impact.
- Holding annual general meetings where members can ask questions and provide input.
- Complying with all statutory accounting and reporting requirements.

ii. Ethical Governance

Leaders must uphold the highest standards of integrity and ethical behaviour. This involves:

- Developing and adhering to a clear code of conduct.
- Making decisions that align with the charity's values and mission.
- Avoiding conflicts of interest and personal benefits from the charity's work.
- Creating a culture of ethical behaviour throughout the organization.

iii. Member Engagement

Effective charity leadership actively involves and empowers members by:

- Seeking input from members on key decisions and the charity's strategic direction.
- Providing opportunities for members to volunteer and contribute their skills.
- Keeping members informed and engaged through regular updates and events.
- Responding promptly to member inquiries and concerns.

iv. Strategic Direction

Leaders are responsible for guiding the charity's overall strategy and ensuring it fulfills its purpose by:

- Developing a clear vision and long-term goals for the organization.
- Regularly reviewing and updating the charity's strategic plan.
- Ensuring all activities align with the charity's mission and benefit its intended beneficiaries.

v. Financial Stewardship

Proper management of the charity's finances is essential, and leaders must:

- Maintain accurate and up-to-date financial records.
- Ensure resources are used efficiently and in line with the charity's objectives.
- Provide regular financial updates to members.
- Implement strong financial controls and risk management processes.

vi. Inclusive Culture

Charity leaders should foster an inclusive and supportive environment by:

- Promoting diversity and equal opportunities within the organization.
- Creating a safe and welcoming space for all members, volunteers, and beneficiaries.
- Valuing and promoting the well-being of everyone involved with the charity.

9. Process for Resolving Conflicts:

At Arrahman Community and Educational Trust, we understand that conflicts may arise from time to time, whether between members, leadership, or external partners. To maintain a harmonious environment and ensure that any disagreements are handled fairly and transparently, we have established clear mechanisms to resolve conflicts effectively. Below is an outline of how Arrahman Community and Educational Trust approaches conflict resolution:

i. Open Communication Channels

We prioritize open and transparent communication to resolve any concerns or disputes. Members are encouraged to voice their issues or disagreements through the following means:

- **Regular Meetings:** We hold regular meetings, including general and special forums, where members can raise concerns and discuss them in a respectful, organized manner.
- **Feedback Systems:** We have set up feedback systems, such as suggestion boxes and online forms, for members to privately submit any grievances or suggestions. This ensures that every voice is heard, and issues can be addressed promptly.

This system helps us address minor concerns before they escalate into major conflicts.

ii. Mediation by Neutral Parties

For conflicts that require more attention, Arrahman Community and Educational Trust offers mediation services. A neutral third party, chosen from within or outside the Trust, will act as a mediator. The mediator's role is to:

- Ensure both sides of the disagreement are heard.
- Facilitate open dialogue between the parties involved.
- Help both parties work towards a fair and mutually agreeable solution.

Mediation is a vital tool for addressing disagreements between members or between members and the leadership, ensuring that conflicts are resolved amicably.

iii. Conflict Resolution Committee

We have a designated **Conflict Resolution Committee** made up of trusted senior members of the Trust. This committee is responsible for investigating conflicts, reviewing both sides, and providing a fair recommendation based on the Trust's values, constitution, and best practices. The steps involved are:

- Thorough investigation of the conflict.
- Listening to all parties involved.
- Recommending a solution that aligns with the mission and principles of the Trust.

This committee plays an important role in resolving membership disputes, payment issues, or any disagreements that arise within the organization.

iv. Referring to Our Constitution and Guidelines

Arrahman Community and Educational Trust is guided by our constitution and membership guidelines, which outline the rights, responsibilities, and conduct expected of all members. In resolving conflicts, we always refer to these documents to ensure that all decisions are fair and in line with the Trust's core values. This process involves:

- Clarifying any misunderstandings based on the Trust's principles.
- Ensuring that all conflict resolutions are consistent with our established rules.
- Guaranteeing that all members are treated fairly.

This approach ensures that no conflict is resolved arbitrarily and that all members are treated equally.

v. Escalation Process

In the rare case that a conflict cannot be resolved at the initial stages, Arrahman Community and Educational Trust offers an escalation process, which includes:

- **Appeals to the Leadership or Board of Trustees:** If a member is unsatisfied with the initial resolution, they can appeal to the leadership or Board for further review.
- **External Arbitration:** For more complex or severe conflicts, we may seek external arbitration from an impartial, independent third party, such as a community leader, to ensure a fair resolution.

This escalation process provides a clear path for further review when necessary, ensuring that all conflicts are addressed comprehensively.

vi. Confidentiality

We take confidentiality seriously in all conflict resolution matters. To protect the privacy and dignity of those involved, we ensure that:

- Conflicts are discussed in private sessions when necessary.
- Only those directly involved in the resolution process are informed of the details.
- No personal or sensitive information is shared without the consent of the parties involved.

This ensures that all conflict resolution is handled respectfully and discreetly.

vii. Training for Members and Leaders

We believe in equipping our members and leadership with the necessary skills to resolve conflicts constructively. To achieve this, we provide:

- **Training on Conflict Resolution:** Offering guidance on active listening, negotiation, and problem-solving to help prevent and resolve conflicts.



- **Workshops on Ethical Conduct and Collaboration:** Ensuring all members and leaders are aware of their responsibilities and the best practices for maintaining harmony within the Trust.

By promoting these skills, we encourage a culture of understanding and unity within the Trust.

viii. Promoting Respect and Unity

As a proactive measure, Arrahman Community and Educational Trust promotes a culture of respect, unity, and inclusivity. We encourage:

- **Diversity and Inclusion:** Valuing the diverse backgrounds, opinions, and experiences of our members.
- **Cooperation and Collaboration:** Encouraging teamwork and collective effort in all our activities.
- **Constructive Feedback:** Creating a safe space where members feel comfortable offering suggestions and providing feedback.

By promoting a positive and inclusive culture, we minimize the likelihood of conflicts arising and ensure that, when they do, they are resolved with mutual respect.

Arrahman Community and Educational Trust is committed to ensuring that all conflicts are resolved fairly, transparently, and in accordance with our core values. Our mechanisms are designed to address issues swiftly while fostering a sense of unity and cooperation among our members. By working together, we can continue to build a strong, harmonious community.

10. Contact Information

- Address - 22 Admiral Yard, Self-Storage, Keel Drive, Slough, United Kingdom, SL1 2YA
- Email – arrahmancommunitycentre@gmail.com / info@arrahmancet.org.uk
- Phone - Mobile of Chairperson +447452994892
Mobile of General Secretary: +447385452644
General Enquiry: +447450288666
Mobile number of Treasury: +447915381825
- Website: www.arahmancet.org.uk