



Complaints and Complaints Handling Policy

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 VERSION CONTROL: **V1.00**
 DATE: **14-03-2018**

In-Country Complaints Contact List

If you are in country and have a complaint regarding an Islamic Relief Australia project, program or staff member or volunteer involved in an Islamic Relief Australia project or program, you are welcome to contact the following contact person:

Country	Contact Person	Contact Email Address/ Phone
Afghanistan	Malalai Salihi	Email: malalai.salehi@islamic-relief.org.af Phone: +93(0)786290403
Bangladesh	Munshi Mahabubur Rahman	mahabubur.rahman@islamicrelief-bd.org Cell: 01777773709
Bosnia and Herzegovina	Alma Ramovic	alma@islamic-relief.ba mobile phone: +38762357460
Chad	Adil Hassan	Adil.Hassan@islamic-relief.td
China	Henry Zhang Peng	henryzp@163.com , BM: + 86 13309402598
Ethiopia	Awol Nurhussien	awol.nurhussien@islamic-relief.org.et
India	Sibghatullah Ahmed Priyanka Parmar	Sibghatullah.Ahmed@islamic-relief.org.in Priyanka.Parmar@islamic-relief.org.in
Indonesia	Marlina Thamrin -senior HR Officer.	marlina.thamrin@islamic-relief.or.id
Iraq	Yousuf Kasujee	Yousuf.Kasujee@irworldwide.org
Jordan	Ala' Al-Shanti Acting Programs Manager	Ala.alshanti@irj.org.io
Kenya	Andrew Kipchirchir	Andrew.chemoiwo@islamic-relief.or.ke
Kosova	Ramadan Berisha – Country Program Manager	Ramadan.berisha@ir-rks.org +381 (0)38 232 431
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Malawi	Sherifa Mia	Sherifa.Mia@irworldwide.org
Mali	Jemal Ebrahim Seid	Jemal.Seid@islamic-relief.org.ml
Myanmar	Kyaw Aung Oliver - Country Representative Sharif Ahmad – Head of Program Fauzan Rizani – Finance Coordinator	Kyaw.Oliver@irworldwide.org , +95 9252364919 Sharif.Ahmad@irworldwide.org , +95 9425703717 fauzan.rizani@irworldwide.org , +95 9445844079



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Pakistan	Muhammad Sajid Latif (Internal Audit)	Sajid.Latif@irp.org.pk +923458535225
Palestinian Territories (Gaza)	Ibraheem Alghouti, HR manager.	I.ghouti@irpal.ps
Palestinian Territories (West Bank)	Nour Alkhalidi	Nur.alkhalidi@irpal.ps n.khalidi@irpal.ps
The Philippines	Leah Bugtay -Program Coordinator	Leah.Bugtay@islamic-relief.org.ph Mobile Number: +63 917 711 4819
The Russian Federation	Country Director - Murat Dzamikhov Head of office in Grozny - Ruslan Doshukaev,	murat_dzamikhov@irw-russia.ru , mobile: 79280848810. ruslan_doshukaev@irw-russia.ru , mobile +79287841440.
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If you would prefer to contact Islamic Relief Australia directly, please send your complaint to:
info@islamic-relief.com.au

All information correct as of 10/02/2018