

## **Complaints Policy for Broadmead Community Church**

Broadmead Community Church views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person/organisation that has made the complaint.

### **Our Policy is:**

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Broadmead Community Church knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Broadmead Community Church, staff members, trustees or volunteers.

### **Where complaints come from**

Complaints may come from anyone who is deemed as a client of the church or any of its public facing ministries including, but not limited to, parents of Samuels, church as members, visitors and general public attending Broadmead. Also, any external venue where members of Broadmead are representing the church.

A complaint can be received by e-mail or in writing (e-mail or writing need to be clearly addressed as **Confidential: Complaint for Broadmead Community Church**).

This policy does not cover complaints from paid staff. Instead, they should refer to Broadmead's Discipline and Grievance Policy which is available in SharePoint and on the Broadmead Community Church's website. A printed copy can also be requested from the church office.

### **Confidentially**

All complaint information will be handled sensitively, informing only those who need to know which includes the Pastor and current Trustees.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the board of Trustees.

## **Review**

This policy is reviewed regularly and updated every two years.

Adopted on 22 January 2024

## **Complaints Procedure of Broadmead Community Church**

Publicised details for complaints may be sent to Broadmead Community Church, Broadmead Avenue, Northampton, NN3 2QY or by emailing: [admin@broadmead.ac.uk](mailto:admin@broadmead.ac.uk).

In both instances, letter and subject, should be marked as Confidential: Complaint for Broadmead Community Church. Failing to do so may result in a delay in the complaint being acknowledged and/or confidentiality being breached. We would deter any complaints being made verbally as we cannot guarantee confidentiality or details relating to the nature of the complaint.

## **Receiving Complaints**

Complaints may arrive through channels publicised for that purpose. Broadmead Community Church reserves the right to refuse dealing with complaints made through social media as this is not deemed a secure channel and open to outside opinions of others.

When making a complaint please use the following guidelines:

- The facts of the complaint
- Complainants' name and address for correspondence, including e-mail address and phone number.
- Relationship to the church.

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Chair of Trustees within 1 week. All complaints will be circulated to the Trustees for investigation.

- i. Once the complaint is made, it will be discussed at the next Trustees meeting, however an initial response will be made to the complainant within 1 week to acknowledge reception and request further information if needed. A copy of the complaints procedure will also be attached to the response. Trustees meet every 2 months so a definitive reply to the complaint will aim to be made within that timeframe. Depending on the nature of the complaint, an emergency meeting could be called for if a faster response is needed. However, due to the complexities of the complaint, a definitive response may take longer as an investigation may be required, if this is case a progress report will be sent with an indication of an expected date for a full report.
- ii. If the complaint is in relation to one of the Trustees, the Chair of Trustees will select a few Trustees deemed unbiased to investigate the complaint. The person whom the complaint is about will be informed formally and an opportunity will be given for them to respond against it. Trustees will also make sure that the person who's under investigation, will be supported by appropriate members of the leadership/pastoral team. If the complaint is against the

Trustees as a whole, or actions they have taken, executive powers will be given to an external agency e.g. Community Union or selected Trustees from a local Community Church who would be unbiased to the complaint.

Whether the complaint is justified or not, the reply to the complainant should describe the actions taken to investigate their grievance and the conclusions from the investigation.

***External Stage***

The complainant can complain to the Charity Commission at any stage. Information about the type of complaints the Commission can be involved in, can be found on their website -

<https://www.gov.uk/complain-about-charity>