

Complaints Policy and Procedure

The people who use our building and relationships with the people who use our building are important to us. We want them to enjoy using our building and we have put in place policies and procedures which we hope will ensure this. However, we realise that things can go wrong, and when anything does go wrong we want to know about it and resolve

the problem quickly and effectively. We want people to feel confident that they can raise issues of concern and that they will be addressed sympathetically and fairly.

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 St. Andrew's United Reformed Church knows what to do if a complaint is received.

To make sure all complaints are investigated in a fair and timely way

To make sure that complaints are, wherever possible, resolved and that relationships are repaired.

To use the information gathered from complaints to learn and improve for the future.

What is a complaint?

Any expression of dissatisfaction with the services which St. Andrew's United Reformed Church offers, with the facilities which St. Andrew's United Reformed Church offers, with interaction with members or officers of St. Andrew's United Reformed Church, or with the experience of using or working on St Andrew's United Reformed Church premises.

Who can raise a complaint?

A member of the congregation

An organisation or individual who uses St. Andrew's United Reformed Church premises regularly, occasionally or on a one off basis.

Anyone not employed by but offering regular, occasional or one off service to St. Andrew's United Reformed Church.

All the above will be advised who to contact if they wish to make a complaint. A complaint can be made verbally, by phone, by e mail or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following relevant data protection requirements. Written information relevant to complaints will be stored securely following relevant data protection requirements. The nature of complaints, but not the details of the complainant, will be shared within the management structure of St. Andrew's so that we can learn and improve in the future.

Responsibility

Overall responsibility for this policy and its implementation lies with the Trustees of St. Andrew's United Reformed Church.

Review

This policy is reviewed annually and updated as required.

Complaints procedure

Publicised contact details for making complaints

Complaints can be made to the person who is the first line of contact for the person making the complaint. As stated in our Complaints Policy, everyone having any contact with us will be advised who that person is and be provided with contact details. However, anyone receiving a complaint must take ownership of and act accordingly, sharing it with the appropriate person.

Receiving complaints.

Complaints made in person or by telephone need to be recorded. The person receiving the complaint should;

Write down the facts

Take the complainant's contact details

If the complaint cannot be resolved there and then, tell the complainant that we have a complaints procedure and what will happen next, including how soon we will get back to them, either with a full response or with an update on progress. If appropriate, e.g. if the complaint is a complex or serious one, ask the complainant to send a written account either by post or email so that the complaint is recorded in the complainant's own words.

If the complaint cannot be resolved at this stage, discuss it with the relevant person within St. Andrew's. If the complaint relates to a specific person they should be told and given a fair opportunity to respond.

Aim to resolve the complaint and issue a definitive reply within 2 weeks. Whether the complaint is justified or not, the reply should describe the action taken to investigate the

complaint, the conclusion from the investigation and any action taken as a result of the complaint. Sometimes the situation generating the complaint will be due to circumstance outside our control. This should be explained as clearly as possible but without appearing defensive.

Review the complaint for anything we can learn from it. Share with the relevant parties (e.g. Elders, Management Team) but do not divulge the details of the complainant.

Lines of communication for making complaints.

Members of the congregation – their Elder. If the complaint is about their Elder, they should approach the Church Secretary.

Individuals or organisations using the Church premises -Chair of the Management Team.

Contractors working on the Church premises - Chair of the Management Team.

Pastoral Advisor – Church Secretary

Organist and Choir Master -Convenor of the Praise Committee Church Housekeeper -

Chair of the Management Team Premises Support - Chair of the Management Team

Cleaners - Chair of the Management Team

Church Administrator - Chair of the Management Team

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