

COMPLAINTS POLICY AND PROCEDURE

Introduction

The purpose of this policy is to provide a process for dealing with complaints relating to the behaviour of, or activities and decisions taken by, the staff, trustees or members of Grace Church Windsor.

Most complaints can be resolved through discussion with the people concerned. Wherever possible, please approach the Minister or a member of the Leadership Team to see if it is possible to resolve any problems informally first. Where this is not appropriate, or you have not been able to resolve matters in this way, a formal complaint can be made.

Who can make a complaint?

You do not have to be a member of the church to make a complaint. If you believe you have reasonable grounds to make a complaint and you cannot resolve the issue informally or believe it would not be appropriate to do so, you can make a complaint.

What kind of complaints can be made using this procedure?

You can make a complaint about:

- the services that the church provides
- the behaviour of a church employee, trustee, volunteer or member
- the application of church policies and procedures, or decisions made by the church, which affect you or someone for whom you are responsible

Please note: This procedure is not for raising safeguarding issues. If you have any concerns about safeguarding of children or vulnerable adults, please contact the Safeguarding Officer, Kerry Baker (safeguarding@gracechurchwindsor.org or 01753 202889) or Christian Safeguarding Services (via <https://thecss.co.uk/> or 0116 218 4420).

How to make a complaint

Complaints should be made using the accompanying complaint form and sent by email to the church administrator (kathryn@gracechurchwindsor.org) or by post to Church Administrator, Grace Church Windsor, c/o Christ Church URC, 12 William Street, Windsor SL4 1BA.

The church administrator will record receipt of the form in the complaints log which is reviewed annually by Trustees.

The church administrator will write to you or send an email to confirm receipt of your complaint within seven days of its receipt.

If someone else complains on your behalf, the Trustees will need written confirmation from you saying that you agree for that person to act for you.

How the church will deal with your complaint

The church administrator will forward your complaint form to Rev'd Sam Brewster, an external Trustee who is not a member of the church. He will ensure that your complaint is:

- treated seriously
- handled fairly without bias or discrimination
- treated confidentially.

The review process will begin within fourteen days of receipt of your complaint and you will be contacted for further information if necessary. Where appropriate, other people involved may also be interviewed or asked to provide information.

The church administrator will write to you with the conclusions from the review, reasons for the outcome and recommendations for any action required. The administrator will aim to respond to you in this way as soon as possible, and usually no longer than 6 weeks after receipt of your complaint unless there are exceptional circumstances.

If you are unhappy with the response to your complaint

If you remain dissatisfied, you may wish to consider contacting the Charity Commission.

You may refer a complaint to the Charity Commission where there is a serious risk of harm to the charity, or the people it was set up to help.

Examples of serious issues include:

- a charity not following the law, with damaging consequences to its reputation and public trust in charities generally.
- serious harm to the people the charity helps or other people who come into contact with the charity through its work.
- a person or organisation receiving significant financial benefit from a charity.
- criminal, illegal or terrorist activity.
- a charity losing significant amounts of money.
- a charity losing significant assets, for example land or buildings.

More information is available here: <https://forms.charitycommission.gov.uk/raising-concerns/>

Charity Registration Number 1166996