

Complaints Policy and Procedure

Complaints refer to any clear expression of dissatisfaction about Maybridge Community Church, their staff/volunteers, activities or premises. Anyone may make a complaint including children, parents/carers, volunteers or other people outside the church. We treat complaints seriously and aim to always learn from them and improve what we do.

How to make a complaint

- Complaints may be made in writing, by email or by telephone. Complaints made in person should be made with someone else in the room to witness the complaint.
- Complaints should include the name and contact details of the complainant (anonymous complaints will be equally considered but we will naturally be unable to provide a response or feedback to the complainant if we do not have their contact details); details of what has gone wrong or causing a concern; who has been told about this concern or tried to respond to it (if relevant) and the resolution the complainant is seeking.
- Complaints should be directed to the person immediately responsible for the activity or situation in the first instance (i.e. to the group leader). If a person is not sure, then the complaint should be addressed to the Operations Director at Maybridge Community Church.

Responding to complaints

- Complaints will be dealt with promptly, politely and respectfully.
- The person receiving the complaint will look into the matter and respond to the complainant in the first instance. The aim is to resolve the matter 'as near to source' as soon as possible. It may sometimes mean a written response to the complainant.
- If there will be a delay in looking into the issue, then the complainant should be informed of this delay and the reasons for the delay.
- If the matter hasn't been resolved or the complainant is not satisfied with the initial response, the matter should be referred to the Chair of Trustees who will seek to bring the matter to a suitable resolution.
- Although every effort will be made to resolve concerns, we reserve the right to not enter into extensive correspondence and there is no right of appeal.