



Complaints Policy

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 (staff have separate procedures to raise concerns as explained in their employment contract and staff handbook). Complaints are treated seriously and the aim is always to learn from them and improve what is done.

How to make a complaint

- Complaints should be made in writing.
- Complaints should include the name and contact details of the complainant (anonymous complaints will be equally considered but there will naturally be no response or feedback to the complainant if the contact details are not provided); details of what may have gone wrong or caused 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 unless the complaint is about them, in which case it should be addressed to The Senior Minister.

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.
- Although every effort will be made to resolve concerns, The Trustees reserve the right not enter into extensive correspondence and there is no right of appeal. The complaint will then be closed.