



## Complaints Policy for Broadmead Baptist Church

Broadmead Baptist 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 Baptist 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 a dissatisfaction, whether justified or not, about any aspect of Broadmead Baptist Church **staff, trustee or volunteer.**

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 Broadmead Money Advice Centre, parents of Samuels, those that have attended the church as members, visitors and general public attending any event at the Broadmead Avenue site or subsequent venue, where members of the church are holding an event.**

A complaint can be received verbally, by phone, by e-mail or in writing (e-mail or writing need to be clearly addressed as **Confidential: Complaint for Broadmead Baptist Church.** **This policy does not cover complaints from paid staff that should use Broadmead Baptist Church's Discipline and Grievance Policy which is available on the Broadmead Baptist Church's website or on request via 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 as required.

Adopted on 16 May 2017

## **Complaints Procedure of Broadmead Baptist Church**

Publicised details for complaints may be sent to Broadmead Baptist Church Broadmead Avenue NN3 2QY or by emailing: [admin@broadmead.ac.uk](mailto:admin@broadmead.ac.uk) in both instances letter and subject should be marked Confidential: Complaint for Broadmead Baptist Church. Failing to do so may result in delay in complaint being acknowledged and 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 Baptist 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 address for correspondence including e-mail address and phone number.
- Relationship to the church client, parent of child of Samuels.

## **Receiving Complaints**

### **Stage One**

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 (Pastor) within 1 week.

On receiving a complaint, it will be circulated to the Trustees to investigate.

- i. The complaint is made, it will be discussed at the next available Trustees meeting, however an initial response will be made to the complainant within 1 week to acknowledge receiving the complaint and if further information is needed for the complaint to be processed successfully. 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 a faster response. 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 when a full report will be given.

- ii. If the complaint is relation to one of the Trustees, the Chair of Trustees will arrange selected Trustees who are unbiased to investigate the complaint. The person whom the complaint is being made against will be informed formally and an opportunity made for them to respond again the complaint. If the complaint is against the Trustees directly or actions the Trustees have taken, executive powers will be given to an external agency e.g. Baptist Union or selected Trustees from a local Baptist Church who would be unbiased to the complaint.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and as a result of the complaint.

### **External Stage**

The complainant can complain to the Charity Commission at any stage. Information about the complaints the Commission can involve itself in can be found on their website.