

## **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.