

## **Complaints procedure**

### **Publicised contact details for making complaints**

Complaints can be made to the person who is the first line of contact for the person making the complaint. As stated in our Complaints Policy, everyone having any contact with us will be advised who that person is and be provided with contact details. However, anyone receiving a complaint must take ownership of and act accordingly, sharing it with the appropriate person.

### **Receiving complaints.**

Complaints made in person or by telephone need to be recorded. The person receiving the complaint should;

Write down the facts

Take the complainant's contact details

If the complaint cannot be resolved there and then, tell the complainant that we have a complaints procedure and what will happen next, including how soon we will get back to them, either with a full response or with an update on progress. If appropriate, e.g. if the complaint is a complex or serious one, ask the complainant to send a written account either by post or email so that the complaint is recorded in the complainant's own words.

If the complaint cannot be resolved at this stage, discuss it with the relevant person within St. Andrew's. If the complaint relates to a specific person they should be told and given a fair opportunity to respond.

Aim to resolve the complaint and issue a definitive reply within 2 weeks. Whether the complaint is justified or not, the reply should describe the action taken to investigate the complaint, the conclusion from the investigation and any action taken as a result of the complaint. Sometimes the situation generating the complaint will be due to circumstance outside our control. This should be explained as clearly as possible but without appearing defensive.

Review the complaint for anything we can learn from it. Share with the relevant parties (e.g. Elders, Management Team) but do not divulge the details of the complainant.

### **Lines of communication for making complaints.**

Members of the congregation – their Elder. If the complaint is about their Elder, they should approach the Church Secretary.

Individuals or organisations using the Church premises -Chair of the Management Team.

Contractors working on the Church premises - Chair of the Management Team.

Pastoral Advisor – Church Secretary

Organist and Choir Master -Convenor of the Praise Committee

Church Housekeeper - Chair of the Management Team

Premises Support - Chair of the Management Team

Cleaners - Chair of the Management Team

Church Administrator - Chair of the Management Team

**Review** This policy is reviewed annually and updated as required.