



Hope Church Goldington Complaints Policy

Hope Church aims to provide the highest quality provision and care for all adults and children involved in our activities. We will provide a warm, welcoming and caring environment for each individual. We believe all regular attendees and all visitors to our meetings and events are entitled to expect courtesy and the best possible service.

Hope Church's intention is to work in partnership with members of the congregation and the community generally and we welcome suggestions on how to improve our services at any time. All views expressed will be used to help shape our activities so that they meet the needs of the community, comply with legislation and provide the best use of our resources.

Making concerns known

From time to time there are occasions when individuals may feel that the quality or level of provision falls short of what can reasonably be expected. If you have a complaint, we would like you to tell us about it as follows:

- 1.** Any concerns should be raised with the person responsible for the area of concern: for example, the Sunday service leader, team or group leader or rota keeper. All complaints will be dealt with as speedily as possible.
- 2.** If this does not have a satisfactory outcome, or if the problem recurs, or is a serious matter, the concern should be raised with a trustee or member of staff as soon as possible, who will address it without delay.
- 3.** If the complaint still cannot be satisfactorily resolved, brief written notes of the complaint, the circumstances that led to it and steps already taken to resolve it, should be made by the trustee or member of staff and the complainant should sign and date their agreement with the notes. The Chair of Trustees should be asked to take the written complaint to the next regular meeting of the trustees or, if the complaint is more urgent, to a specially convened meeting of the trustees. Once such a complaint has been resolved to the satisfaction of all concerned, a brief written record of the complaint and its outcome should be made by the trustee or member of staff concerned and forwarded to the Chair of Trustees.
- 4.** If the meeting of the trustees is unable to resolve the problem to the satisfaction of the complainant, any member of the church or congregation may contact the Fellowship of Independent Evangelical Churches, to which Hope Church belongs. The FIEC can be contacted by email via its website www.fiec.org.uk or by phone at 01858 434540 or by writing to FIEC, 39 the Point, Market Harborough, LE16 7QU.

Hope Church Goldington is a registered charity No. 1129798, and if the matter concerned relates in any way to the church's activities as a charity then the Charity Commissioners for England and Wales can be contacted at www.charitycommission.gov.uk

January 2015