Christ Church Dunstable Complaint Form

### Your details

**Name:**

**Address:**

**Phone:**

**Email:**

If anyone else is involved in raising this complaint or you are raising the complaint on behalf of someone else, please give details:

### About the complaint

**Date(s):**

**Person(s) involved:**

**Complaint about:** (please clearly describe the nature of your complaint)

**Supporting information:**

* *State the matter or name of the person who is the subject of the complaint.*
* *What happened, when and where.*
* *Provide the contact details or statements of any witnesses.*
* *If complaining about a decision, explain what the decision was about, when it was taken, and who made it.* 
  + *Explain what impact this decision has had, or you may fear will have, and upon whom.*
* *Provide any additional information that you believe would be helpful.*

### Q1. Have you tried to resolve this matter informally? YES/NO

*If YES, please move to Q2.*

*If NO, please explain briefly why you decided not to try to resolve the matter informally, then move to Q3.*

### Q2. If you tried to resolve this matter informally, what happened?

*State who you dealt with, when and where, what information you provided to them, and what you felt was unsatisfactory about the outcome.*

### Q3. What actions are you wanting the church to take and what outcomes are you seeking?

*Whilst the charity trustees cannot promise to do what you ask, it would be helpful to understand what resolution you are seeking.*

The church will treat your data carefully and in accordance with the church’s [data protection policy](https://christchurchdunstable.org.uk/privacy/). The church cannot guarantee to keep the fact and details of your complaint confidential if it is necessary and proportionate to share your data to review and resolve your complaint.

**Signature of complainant:**

**Date:**