

# Concerns and Complaints

## **Introduction**

At times something in church life might concern us and we hope you will feel able to share your concern with a trusted leader.

Sometimes that concern increases and we feel a genuine need to raise a complaint. This is different, but even then, an issue can be resolved by talking with a leader and following guidance found in scripture (eg. Matthew 18 v15-16 and 1 Timothy 5 v19-20).

However, it could be that a more formal approach is needed. These brief notes seek to help in such a case.

A formal complaint should be made in writing, by letter or by email.

Please try and provide as much necessary detail as possible:

## **Contact details: Your name, address, phone and email**

Also, if anyone else is involved in raising the complaint, or you are raising it on behalf of someone else, or someone witnessed what happened, try and provide all relevant contact details.

## **About the complaint**

Please describe succinctly but clearly the nature of your complaint, where possible giving dates and names of those involved.

Describe what happened, when and where.

If the complaint is about a decision, explain what the decision was about, when it was taken, and who made it, and explain what impact this decision has had, or you fear may have, and upon whom.

Explain what steps have already been taken to resolve this issue in the light of the introduction above. If this is your first step explain why the above process was not followed.

Whilst the leaders cannot promise to do what you ask, it might be helpful to understand how you want the church to act, or what outcome you are seeking.

Information will be handled carefully and in accordance with the church's [data protection policy](#). Please remember that we cannot guarantee to keep details of a complaint confidential if it is necessary to share some information in order to investigate and resolve the issue

In the first instance a formal complaint should be addressed to Jonny Barham, Operations Manager, who is our designated person to receive any complaint and route it to the appropriate leader for investigation.

More details about how any complaint might be handled can be found on the Complaints Page.