

## **1. Introduction**

London Community Church (“The Church”) is an unincorporated charity that has the following objects:

- The advancement of the Christian faith and the worship of God
- To provide relief to people who are in need, hardship or distress or who are aged or sick
- The advancement of education on the basis of Christian principles

The main activities of the church are:

- Holding public meetings in accordance with the Christian faith for worship, prayer and teaching;
- Assisting and supporting individuals in the outworking of their Christian faith through small group meetings across North London and on a one-to-one basis;
- Running a community Café to further the objectives of the charitable trust.
- Running teaching programs for children and teenagers;
- Providing financial and practical support to mission organizations, and individual missionaries, working in both the UK and overseas;
- Providing training in leadership by supervising a large number of Church members as they take responsibility for aspects of Church life (e.g. including leading worship teams, leading small groups, providing one-to-one care, teaching and preaching on Sundays and in small group settings, organizing events and meetings)

## **2. About Complaints**

The Church views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To make sure staff/volunteers in The Church know what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Church i.e. encompassing both the church and Streets Coffee.

### **Where Complaints Come From**

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in The Church, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should refer to The Churches internal policy on such matters.

This complaints policy and accompanying guidelines are intended for use by The Church paid staff and volunteers. This policy applies regardless of area of work be it church, café or other.

### **3. Complaints Policy Statement**

The Church aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the Church.

#### **If you are not happy with The Church, including Streets Food Project please tell us**

If you are unhappy about any The Church's service, please speak to the relevant staff member, manager, elder or a trustee.

If you are unhappy with an individual in The Church sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager, elder or a trustee.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within seven working days.

#### **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Lead Elder. (If your complaint is about the Lead Elder, please write to the Chair of the Trustees.)

All written complaints will be logged. You will receive a written acknowledgement within seven working days under normal circumstances.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair of the Trustees who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with The Church's services.

#### **4. Approval and Review**

This Complaints Policy Statement was prepared by the Trustees of the Church to provide a framework for the management of complaints. It will be reviewed on an annual basis to ensure continuing appropriateness.

Approved by the Trustees: