



Faith Life Church Cambridge  
Complaints Procedure

Approved by Trustees	October 2022
Review Cycle	Every Year (next review date October 2023)

## **1. OUTLINE**

This policy sets out a procedure whereby anyone may raise a complaint against Faith Life Church Cambridge, one of its activities or members of staff. It outlines the process that will be followed to achieve a resolution of the problem.

There is a separate Grievance Procedure set out in the Staff Handbook which will cover any employment-related issues, but for anything not covered within the scope of the Grievance Procedure, staff may raise a complaint under this procedure.

## **2. YOUR COMPLAINT**

Most complaints can be resolved simply by a discussion with the relevant member of staff. Where this is impossible for any reason, a formal complaint should be raised.

A complaint may be received by email or in writing.

## **3. STAGE 1**

In the first instance, issues and concerns should be raised directly with a senior leader. If you think that the senior leader has not resolved the issue or problem satisfactorily, or if your complaint relates to the senior leader, you can set out your complaint in writing to the church's complaints handler.

## **4. STAGE 2**

The best way to do this is by sending an email to our church inbox at [office@faithlifechurch.org.uk](mailto:office@faithlifechurch.org.uk) with the subject: For the attention of the complaints handler or sending a letter marked for the attention of "The Complaints Handler" to Faith Life Church, The Office, Arbor Grange Babraham Road, Cambridge CB22 3AY.

Once received, your complaint will be recorded in our register of complaints which will be looked at by the Trustees.

## **5. ACKNOWLEDGEMENT**

We aim to resolve complaints as soon as possible and will aim to acknowledge your complaint within 14 working days of receipt. Our acknowledgement will explain the next steps and the likely timescale for sending you our written response to your complaint. We will always aim to respond to your complaint within 8 weeks of receipt of your complaint.

## **6. UNDERSTANDING**

We want to ensure that we fully understand your complaint. Therefore, it may be necessary or appropriate to take any of the following steps:

- 1) ask you to provide further details of your complaint in writing;
- 2) for us to write to you to clarify our understanding of your complaint and understand the outcome you may be seeking; or
- 3) for us to have a discussion with you to hear the details of your complaint; or
- 4) for us to seek information as appropriate from any staff members involved in the complaint

## **7. INVESTIGATION**

Your complaint will be overseen by one of our Trustees, who will usually carry out the investigation themselves or in the case of any possible compromise of independence, arrange for an independent investigation to be carried out on their behalf. The investigator will usually be another long-standing member of the church. Your complaint will be reviewed carefully, and the findings will be shared with the Trustees.

## **8. RESPONSE**

We will respond to you with the outcome of the investigation in writing, usually by email but you may let us know if you would prefer a letter. We will set out our response following the investigation and how we reached it.

## **9. REMEDIES**

We will discuss with you any remedies that may be appropriate in light of the investigation.

Our aim is always to seek a resolution with which all parties are satisfied, and we will work to the best of our abilities towards this end.

We do recognise however that there may rarely be occasions where this is not possible.

If you are not satisfied with our handling of your complaint using our internal complaints handling procedure, you may be eligible to escalate it to the Charity Commission.

## **10. THE CHARITY COMMISSION**

The Charity Commission regulates registered charities in England and Wales.

You may refer a complaint to the Charity Commission where there is a serious risk of harm to the charity, or the people it was set up to help.

Examples of serious issues include:

a charity not following the law, with damaging consequences to its reputation and public trust in charities generally;

serious harm to the people the charity helps or other people who come into contact with the charity through its work;

a person or organisation receiving significant financial benefit from a charity;

criminal, illegal or terrorist activity;

a charity set up for illegal or improper purposes;

a charity losing significant amounts of money;

a charity losing significant assets, for example, land or buildings.

More information is available on the Charity Commission website.