



Complaints and compliments procedure

Last reviewed: September 2019

Complaints: definition

A complaint is an expression of dissatisfaction with any aspect of Gateway Waterside, whether justified or not. It can come verbally, by telephone, e-mail, or by letter.

Why we have a complaints policy

An effective complaints' management system is a proven way of maintaining and building relationships between the church members and other individuals or bodies with whom we interact.

Effective handling of complaints demonstrates a commitment to providing the best possible service and helps in finding out how things have gone wrong, how to put them right, and in preventing future re-occurrence.

New Forest Community Church commit to:

- Provide a fair and easily understood procedure for dealing with complaints.
- Publicise/make known the existence of a policy, together with relevant contact details and procedural guides, and to ensure that all who are responsible for church affairs understand what needs to be done should a complaint occur.
- Ensure that complaints are investigated fairly, promptly, and are resolved satisfactorily for all parties.
- Be used as a source of information for future reference and improvements in the process where appropriate.
- Confidentiality. All complaint information will be handled sensitively and confidentially i.e. telling only those who need to know, and with due regard to data – protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Trustees.



Charity Number: 1143971



Review

This policy is to be reviewed regularly and updated as required.

Procedure to follow in the event a complaint is made

Written complaints should be addressed to a member of the Oversight Team or Trustees and e-mailed to info@gateway.community

Verbal complaints should be made by phone to 07899 276989 or in-person to a member of the Oversight Team or the Trustees.

Telephoned or verbal complaints must be recorded in writing, with the following details:

- Name of the person receiving the complaint.
- Name, address and contact details of the person making the complaint.
- The relationship between the complainant and Gateway Waterside.
- Facts of the complaint

The person making the complaint must be told that we have a procedure, what will happen next, and how long it should take to be dealt with. They should be asked to put their complaint in writing so that a record in their own words can be kept.

Resolving a complaint

Ideally, the person complained about should deal with it if it is possible and appropriate to do so.

Whether resolved or otherwise, the complaint should be passed to the Chairman of the Trustees within 1 week of the occurrence, who must record it in the complaints log.

If unresolved, the issue must be delegated to another Trustee for investigation and action.

Any individual who is the subject of the complaint must be informed and given an opportunity to respond.



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The person making the complaint must receive an acknowledgement from the person responsible for the investigation within 1 week, with their estimate of the likely time-frame, and with a copy of the complaints policy.

The person making the complaint should receive a judgement or a progress report within 4 weeks, detailing the action(s) taken in the investigation, any conclusion and action results.

Gifts

Stewardship is a fundamental aspect of the Christian faith and should represent a commitment to the highest ideals, both for the giver and the recipient of gifts or bequests/legacies.

- We welcome all gifts, including those in wills, and promise to use them to in a way that honours the Trust document. Legacies will not just be added to general funds, but be used to help with significant development projects, such as buildings, equipment or mission.
- We will endeavour to make all gifts possible, subject to the current legislation and taxation regulations.
- We will endeavour to maintain and support gifts to mission projects.
- We will respect the intentions of the giver.
- Significant monetary gifts to an individual will be declared to the church leadership, and a decision made as to whether it is appropriate to pay it through the PAYE system, or if the recipient will include in their annual declaration.

Compliments

Any compliments will be graciously received on behalf of the church and shared with relevant people in ways that encourage and edify,