

## STOPSLEY BAPTIST CHURCH

### COMPLAINTS POLICY

Stopsley Baptist 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 publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at SBC knows 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 SBC's work and ministries.

#### ***Where Complaints Come From***

Complaints may come from any person or organisation that has a legitimate interest in SBC and is dissatisfied with some aspect of SBC's service.

A complaint can be received verbally or by phone. However, if the complainant is not satisfied with the initial response and wishes to take the matter further, a formal complaint should be made by email or in writing.

This policy does not cover complaints from staff, who should use SBC's Discipline and Grievance policies to raise matters of concern.

#### ***Confidentiality***

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

#### ***Responsibility***

Overall responsibility for this policy and its implementation lies with the Elders of SBC. Responsibility for its implementation is delegated to the Executive Director

#### ***Review***

This policy is reviewed regularly and updated as required.

Adopted on: 17<sup>th</sup> August 2015

Last reviewed: 17<sup>th</sup> August 2015

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### COMPLAINTS PROCEDURE

#### ***Publicised Contact Details for Complaints:***

Written complaints may be sent to Stopsley Baptist Church at St Thomas' Road, Luton, LU2 7XP or by e-mail to office@dtopsley.net

Verbal complaints may be made by phone to 01582 727352 or in person to any of SBC's staff at the above address.

#### ***Receiving Complaints***

Complaints may arrive through a variety of channels. The following action steps should be taken when a complaint is received:

- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to SBC
- The complaint should be passed to the appropriate person for investigation and response
- Receipt of the complaint should be acknowledged
- Tell the complainant that we have a complaint procedure
- Tell the complainant what will happen next and how long it will take
- Ask for further information, if required, to clarify the issue of concern

For further guidelines about handling verbal complaints, see Appendix 1

#### ***Resolving Complaints***

##### ***Stage One***

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Executive Director when received.

On receiving the complaint the Executive Director records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### ***Stage Two***

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at a higher level. At this stage, the complaint will be passed to the Executive Director or Chair, as appropriate.

The request for a higher level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The person who receives Stage Two complaint may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Elders decide it is appropriate to seek external assistance with resolution.

### ***External Stage***

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

### ***Variation of the Complaints Procedure***

The Elders may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

### ***Monitoring and Learning from Complaints***

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

## **Appendix 1 - Practical Guidance for Handling Verbal Complaints**

1. Remain calm and respectful throughout the conversation
2. Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
3. Don't debate the facts in the first instance, especially if the person is angry
4. Show an interest in what is being said
5. Obtain details about the complaint before any personal details
6. Ask for clarification wherever necessary
7. Show that you have understood the complaint by reflecting back what you have noted down
8. Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g. "I understand that this situation is frustrating for you"
9. If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
10. Ask the person what they would like done to resolve the issue
11. Be clear about what you can do, how long it will take and what it will involve.
12. Don't promise things you can't deliver
13. Give clear and valid reasons why requests cannot be met
14. Make sure that the person understands what they have been told
15. Wherever appropriate, inform the person about the available avenues of review or appeal