

Kings Church Complaints Policy

1. Opening Statement

Kings Church seeks to act with love, grace and integrity to all. From time-to-time we recognise that we will not meet those standards. We want to view complaints as an opportunity to learn and improve for the future, as well as a chance where possible to put things right for the person or organisation that has been impacted.

2. What is the purpose of this policy?

- To provide a fair complaints procedure which is clear and easy to follow for anyone wishing to make a complaint.
- To make sure everyone at Kings Church knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely manner.
- 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.

We believe that it is best to follow the Scriptural principles (Matthew 18: 15-17) of reconciling differences wherever possible before resorting to this formal complaint process. However, we recognise that, from time to time, there may be occasions when there will be no alternative but to resort to a formal complaint. This formal procedure should only be instigated when attempts to resolve the issue informally have failed or where, due to the nature of the complaint, it is not appropriate to address it with the person concerned.

3. Complaint Focus

The types of complaint that will fall under this policy will include:

- Conduct of our staff, volunteers and/or senior pastors,
- Discrimination,
- Provision of inaccurate information,
- Poor administration including delays in responding to enquiries, or
- Financial mismanagement.

4. Safeguarding Concerns

This policy is not intended to be used for raising safeguarding concerns in regard to allegations of abuse against children and/or vulnerable adults at Kings Church events or by staff, volunteers or senior pastors.

All safeguarding concerns should be directed to the Lead Safeguarding Officer.

5. Complaints Procedure

- Your complaint should be made in writing (or by email), marked "Private & Confidential", and sent to the Senior Trustee at Kings Church who will acknowledge it in writing (normally within 7 days). Remember to include your full name with your complaint and to keep a copy of your letter. However, should your complaint be against the Senior Trustee please send it addressed to Kings Church Chair of Trustees.
- Complaints received by the Senior Trustee will be passed to the Senior Leader (unless the complaint is against the Senior Leader – see below) who will arrange for your complaint to be investigated.
- Complaints relating to the Senior Leader will be referred to the Trustees of Kings Church excluding the Senior Leader for the matter to be investigated
- Complaints against the Senior Trustee will be referred to the Trustees of Kings Church excluding the Senior Trustee for the matter to be investigated.
- The results of the investigation will be communicated to you within a reasonable time – normally 21 days.
- You have the right – if dissatisfied with the results of the investigation – to appeal by putting your case in writing to the Trustee of Kings Church.
- The trustees will appoint an appeal panel to review the complaint and ensure that no one previously involved in the complaint is a member of that panel.
- The result of any appeal will be communicated to you and any decision of the appeal panel shall be final.
- All formal complaints and responses made to Kings Church will be recorded and filed in a secure place in accordance with the Kings Church Data Protection Policy.

6. Monitoring and learning from complaints

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

7. External stage

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself with can be found on their website at:

[Submit a concern about a charity | The Charity Commission for Northern Ireland \(charitycommissionni.org.uk\)](https://www.charitycommissionni.org.uk)

8. Initial Contact

Complaints should be sent to:

Email; complaints@kingschurchbangor.org

Postal Address:

Senior Trustee

Kings Church

196 Seacliff Road

Bangor

Co. Down

BT20 5HA

Policy Created February 2024

Appendix – Contact Information

Role	Name	Contact details
Lead Safeguarding Officer	Myles Christy	07891 23656
Senior Leader & Chair of Trustees	Peter Johnston	peter@kingschurchbangor.org
Senior Trustee	Cliff Courtney	complaints@kingschurchbangor.org