



## ○ Complaints Procedure

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

## ○ Your Complaint

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

A complaint must be received by email or in writing.

## ○ Stage 1 Complaint

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

## ○ Stage 2 Complaint

The best way to do this is by sending an email to [info@lifechurchwilmslow.org](mailto:info@lifechurchwilmslow.org) or to send a letter marked for the attention of the Chairman of the Board of Trustees to Life Church Wilmslow, 10 Cliff Road, Wilmslow, SK9 4AA.

Once received, your complaint will be recorded in our register of complaints which is audited annually by the Trustees.

## ○ Acknowledgement

We aim to resolve complaints as soon as possible, and will aim to acknowledge your complaint within 21 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.

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## ○ 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 in person to hear the details of your complaint.or
- 4) for us to seek information as appropriate from any members involved in the complaint

## ○ Investigation

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

## ○ 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.

## ○ Remedies

We will discuss with you any remedies that may be appropriate in the 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 occasion 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.

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## ○ **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](#).**

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