

# **Bishop's Stortford Baptist Church (BSBC)**

## **Complaints Policy and Procedure**

### **General statement**

BSBC aims to provide its members, other individuals, and organisations with which it has contact with the best possible service. BSBC welcomes suggestions about how it can improve its service.

Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, it is recognised that from time to time there may be occasions when users of BSBC's services feel that the quality or level of service provided fall short of what they could reasonably expect. BSBC wants to know about these occasions so that we can make good the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

### **This is what you should do:**

1. If you have a complaint to make, it should be made to the Church Centre Manager\* who will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied after raising it with the Church Centre Manager, you should make a formal complaint.
3. Your complaint should be made in writing, marked "Private & Confidential", and sent to the Church Centre Manager who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, BSBC can arrange this for you.
4. The Church Centre Manager shall - in consultation with the Chair of the Trustee Board - investigate the complaint. (See separate check list).
5. The Church Centre Manager shall communicate the results of the investigation to you within a reasonable time - normally 21 days.
6. You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a panel comprising at least three members from the BSBC Leadership Team

If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).

7. The decision of the panel will be final.
8. Where appropriate, BSBC will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.

9. All formal complaints and the response made to them will be recorded and filed in a secure place.
10. The Trustees shall be informed by the Church Centre Manager at the first available meeting, of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of BSBC's self-evaluation.

**BSBC's complaints procedure will be publicised to organisations and individuals who use its services.**

\*If a complaint relates to the Church Centre Manager read Church Officers throughout this policy.

**This policy is to be read in conjunction with the following documents:**

- Complaints Checklist
- Complaints Notice

**This policy was adopted by the Trustees on 11th November 2019 and will be reviewed every three years.**