

# Complaints policy *(Version 4)*

## Policy statement

Receiving feedback and responding to complaints is an important part of improving New Day Church's accountability. Ensuring our members, congregation and supporters can hold us to account will improve the quality of our work in all areas. It is hoped it will also foster confidence in the actions, aims and accountability of New Day Church and its leaders.

## Scope

This policy applies to New Day Church and is global in its application. A complaint can be made by any member, visitor, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in the UK or anywhere else in the world.

## Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by New Day Church or its staff and associated personnel<sup>1</sup>. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with, or a member or attendee, about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach.
- Concern about the behaviour of staff or associated personnel

A complaint has to be about some action for which New Day Church is responsible or is within our sphere of influence.

A complaint is **not**:

- A general inquiry about New Day Church's work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from an New Day Church service e.g. newsletter or email

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

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<sup>1</sup> Contractors, suppliers, volunteers etc.

## **Procedures for making a complaint**

It is hoped that most complaints or concerns about New Day Church's work or behaviour can and will be dealt with informally by staff, leaders or volunteers at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

### **How to make a complaint**

All formal complaints should be made in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf. See below for details about to whom a complaint should be addressed.

### **Who can make a complaint?**

This policy is global in application. A complaint can be made by:

- Any member, visitor or supporter
- Partner organisation
- Community or individual with whom we work
- Any member of the public whether an individual, company or other entity in the UK or around the world.

### **Who is not covered by this policy?**

Complaints by staff and volunteers are governed by New Day Church's procedures for dealing with problems in the workplace such as the Anti Bullying and Harassment policy. Complaints relating to serious incidents such as fraud and corruption or safeguarding concerns will be dealt with through the relevant policy and procedures.

### **How to make a complaint**

Contact:

Write to: The Trustees, New Day Church, Ward Street, Lostock Hall, Preston PR5 5HR

Email the Trustees using the contact form on our website: [www.newdaychurch.uk](http://www.newdaychurch.uk)

If the complaint relates to one of the trustees or their spouse the complaint can be made to another trustee individually.

### **Responses to a complaint**

The trustees shall investigate the complaint and provide an initial response to the complainant within 28 days, unless they judge the complaint to be vexatious in nature in which case they will be under no compulsion to respond. The aim of this investigation is to identify and clarify the situation, and to bring a resolution and clear way forward which is ideally understood and accepted by both parties. In the

event that the trustees anticipate a lengthier process to be required to fully deal with the issues raised, the trustees' initial response shall set out the steps envisaged to be required in order to reach a conclusion and provide this fuller response once complete.

It shall be the trustees' responsibility to determine whether any corrective actions are required to address a complaint and in such cases to ensure that those actions are taken in a reasonable time frame. Where possible the general nature of these actions, and the anticipated time frame should be communicated with the complainant.

## **Escalation**

The trustees' decisions will be final in the normal course of events. Should a number of individuals raise similar concerns that they believe have not been adequately addressed by the trustees, there is the opportunity to escalate to the External Board of Reference, although this should only take place after the Trustees have first given their response to the issue in question. The details of how to contact the External Board of Reference can be obtained on request from the trustees.