

Date policy adopted by the trustees:	December 2024	Latest date for renewal of the policy:	December 2026
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Complaints policy statement

Gillingham Community Church (GCC) aims to provide services of a standard acceptable to all of our users. If we fail to do this, we want to know about it. This will enable us to deal with the specific problem and avoid it happening again.

Complaints procedure

This procedure is meant to provide a means to resolve any complaints about representatives of GCC and the complainant. As an organisation we want to hear from you about any of the following:

- Dissatisfaction with our service, such as inadequate response, unacceptable delay or failure to deliver.
- A dispute with a representative of GCC regarding policy, procedures or activities.
- Discourtesy, unhelpfulness or incompetence on the part of a representative of GCC.

If an issue cannot be resolved between you and the representative of GCC, you may complain either in writing (a complaints form can be found with this policy and is available on our website, www.gillinghamcommunitychurch.co.uk) or by calling 01747 825611 if you would rather talk to someone.

Stage 1

You will be invited to discuss your complaint with the line manager or team leader of the representative of GCC about whom the complaint is made. This will happen within 5 working days of the complaint being received.

Stage 2

Should you not be satisfied with the outcome of Stage 1, you will be asked to put your complaint in writing to the Church Leaders of GCC, marked, "Private and Confidential". They will investigate the complaint and attempt to resolve it. A response in writing will be sent to you within 10 working days of receipt of the complaint being escalated by you.

Stage 3

Should you not be satisfied with the outcome of Stage 2, the Church Leaders will refer your complaint to a representative of an umbrella organisation or relevant professional association providing oversight to the church. They will investigate the complaint and respond to you in writing within 25 working days of receipt of the complaint being escalated by you. This decision will be final.

If the complaint involves the protection of children or vulnerable persons (please see our Safeguarding Policy) or relates to some other alleged criminal activity, you may, of course, refer it to the police or other appropriate authorities at any stage of the procedure. Should this be the case, the above procedure will be suspended.

Client complaint form

Name of client: Date of birth:
Address: Telephone:
..... Mobile:
..... Postcode:
Email:

If you are making a complaint on behalf of the client please give your details:

Name: Relationship:
Address: Telephone:
..... Mobile:
..... Postcode:
Email:

Name of GCC representative who the complaint is about:

Please let us know what the complaint is about, giving dates, locations and details of specific incidents:

Signed: Date:

Please send this form to Gillingham Community Church, Wessex House, 8 High Street, Gillingham, Dorset, SP8 4AG.