

# Concerns and Complaints Policy

## Definition of a Concern and a Complaint

A concern is any matter at Christ Church London that an individual feels is of general interest, or importance, that might make them, or others feel anxious or worried.

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Christ Church London.

## Where Concerns and Complaints Come From

Concerns and complaints may come from any individual, volunteer or organisation who has a legitimate interest in Christ Church London, including the general public if something is perceived to be improper. A concern or complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should refer to CCL's internal policy on such matters.

## Confidentiality

All concern and complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees of Christ Church London.

## Review

This policy is reviewed annually and updated as required.

Last reviewed May 2022, by Nate Sence, Head of Operations  
Concerns and Complaints Procedure of Christ Church London  
Publicised Contact Details for Complaints:

Written complaints may be sent to Sarah Cobbold, Christ Church London, 1-3 Coborn Street, London, E3 2AB; or by email to [office@christchurchlondon.org](mailto:office@christchurchlondon.org). Verbal complaints may be made in person to any of Christ Church London's staff or trustees at the same address as above or at any of our events.



## Receiving a Concern or Complaint

Concerns and complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media. Complaints received by telephone or in person need to be recorded.

### The person who receives a phone or in person complaint should:

Write down the facts of the complaint

- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to CCL, e.g. congregant, volunteer, sponsor, member of the public
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

## Resolving Concerns and Complaints

### Stage One

In many cases, a concern or complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the CCL Head of Operations within five business days.

On receiving the concern or complaint, the Head of Operations records it in the complaints Logbook. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Concerns and complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.



Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

## ***Stage Two***

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level.

At this stage, the complaint will be passed to the Board of Trustees. The request for Board level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Board of Trustees may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

## ***External Stage***

As Christ Church London is a registered charity, the complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Charity Commission can involve itself in can be found on their website at: <https://forms.charitycommission.gov.uk/raising-concerns/>

## **Variation of the Complaints Procedure**

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Chair or trustee should not also have the Chair and/or trustee involved as a person leading a Stage Two review.



## Monitoring and Learning from Concerns and Complaints

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

Published by Nate Sence, June 2022

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