

# 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 about any aspect of Christ Church London. (This policy does not cover complaints from staff, who should refer to CCL's internal Concerns & Complaints policy.)

## How to Make a Complaint

A concern or complaint can be made in writing or verbally.

**Written complaints** should be addressed to Sarah Cobbold, Christ Church London, 1-3 Coborn Street, London, E3 2AB; or via email to [office@christchurchlondon.org](mailto:office@christchurchlondon.org).

**Verbal complaints** can be made in person to any of Christ Church London's staff or trustees at our services and events.

If you are raising a concern or complaint in person, you will be asked for your contact details so we can update you as the complaint is followed through. We may note down a summary of your complaint and ask you to send a written account via email so that the complaint is recorded in your own words.

All concern and complaint information will be handled sensitively and shared only with those who need to know, adhering to our data protection policy.

## 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 will endeavour to resolve it personally, if possible and appropriate.

Regardless of whether the complaint has been resolved, the complaint information will be passed to the CCL Head of Operations within five business days. On receiving the concern

or complaint, they will record it in the Complaints logbook and delegate an appropriate person to investigate it and take appropriate action, if it has not already been resolved. If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Concerns and complaints will be acknowledged by the person handling the complaint within five working days. This acknowledgement will include a projected timeline of when the complainant can expect a full response – this should be no longer than one month. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full response will be given.

This response will 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 will be acknowledged within five working days of receipt. The acknowledgement will state who will be dealing 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 will be sent with an indication of when a full reply will be given.

The response will 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.