



Complaints Policy

1. What is a complaint?

We recognise that a complaint may take a number of forms

- Complaint from a service user / organisation relating to delivery or standard of service.
- Complaint by an end user e.g. child, teacher, parent, volunteer relating to inappropriate behaviour of whatever kind.
- Complaint by a third party or member of the public concerning the discharge of our charitable objects.
- A complaint may be defined as any matter raised with a trustee or staff member from whatever source which tends to suggest that the levels of service provided have fallen below expectations, or that the methods adopted in delivery have been inadequate or inappropriate. This will include matters raised concerning language used, methods adopted and behaviour towards others which might display itself in attitude or inappropriate behaviours of whatever kind.

2. How will complaints be managed?

- In the first instance, anyone with concerns which could lead to a complaint should raise it with the staff member in charge of an activity, so that they can seek to resolve it immediately and informally.
- The staff member in charge should make a written record of the concern and the actions they took, and forward this to the chair of trustees as soon as possible.
- Any individual wishing to make a formal complaint should contact the chair of Trustees: Alex@encounterchristianity.co.uk.
- The Trustees of Encounter Christianity will take complaints seriously and investigate them thoroughly.
- The Trustees will invite the complainant to clarify their complaint in writing or in person.
- If the complaint is against a particular individual, the Trustees will hear their point of view.
- The Trustees will decide the action to be taken and will make a written account of the findings of any investigation available to all concerned.
- We will keep a record of all complaints received together with the outcome of any investigation.
- Should the complaint relate specifically to a safeguarding issue of whatever kind it will be dealt with in accordance with our safeguarding policy and escalated through the appropriate channels in accordance with that policy.



Registered charity number: 1188680

Registered office: Redland Parish Church Halls, Redland Green Road, Bristol, BS6 7HE

- If the complaint relates to an issue of discrimination or harassment it will be dealt with in line with our Equality and Diversity policy.

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