



Complaints Policy

**Approved by Directors:
January 2026**

ISSUE	DATE	DESCRIPTION
Issue 1	2006	Document created
Issue 2	2017	General review, update and reformatting
Issue 3	2019	Review
Issue 4	2021	Update to headings, stage of complaint, and who will deal with the complaint at each stage, due to changes in the structure of the church.
Issue 5	2023	Update to new format, changes to wording to include clearer guidance on the stages of complaints
Issue 6	2025	Slight updates to wording to provide clarity over who to speak to, reflecting our current church set up more accurately. Addition of confidentiality.

1. Policy Statement

This policy sets out the responsibilities and procedures to deal with complaints made against Churchcentral (CC)

CC is dedicated to addressing concerns in a manner that is fair, open, and timely. This guideline outlines the approach CC will take when handling complaints.

As a faith community, we aim to follow biblical principles in our relationships. When issues arise, our goal is to restore harmony, balancing justice with compassion. We also value learning from feedback. Listening to concerns helps us grow and improve.

CC believes that everyone was created by God and that is important all are treated with dignity and can complain if something does not meet the biblical standards laid out in any of our policies and procedures.

2. Roles and Responsibilities

2.1 The Directors' responsibilities include:

1. Creating a culture of openness, where people feel able to voice and discuss concerns.
2. Ensuring staff are trained in this area as required.
3. Responding to and investigating formal complaints.
4. Periodically reviewing and amending the policy as necessary.

2.2 Staff and volunteer responsibilities include:

1. Reading and understanding the Complaints Policy.
2. Understanding how to respond to a concern and complaint.
3. Ensuring a working environment and culture of openness, where people feel able to voice and discuss concerns.

3. Complaints Processes and Procedures

3.1 Who can raise a concern or make a complaint?

Any person accessing the services of CC, including members of staff and volunteers, are encouraged to follow our complaints procedure if they have need to. This may be regarding any aspect of the service delivery or any perceived failure by CC to deliver the services expected and to uphold all the policies and procedures outlined in any of the other policies of CC. Employment-related issues will need to be addressed through our HR procedures.

3.2 Stage 1: Raising an Informal Concern

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved without the need to use the formal stages of the Complaints Policy.

CC welcomes suggestions that will help it to improve the quality of its services, and encourages a culture of openness where staff, volunteers and anyone accessing CC services are able to voice and discuss concerns. All concerns are taken seriously. CC would encourage everyone to resolve any concern informally, if possible, by in the first instance speaking to an appropriate member of staff or a leader in

the church expressing what the concern is and how it could be resolved. If the issue remains unresolved, the next step is to make a formal complaint.

3.3 Stage 2: Making A Formal Complaint

We aim for all complaints to be resolved informally, as outlined above, to safeguard positive relationships and enable us to address them more quickly. If, having made attempts to resolve your complaint informally, you are not satisfied that your concern has been handled correctly or feel an issue is still unresolved you may choose to make a formal complaint.

Your complaint will not be taken further at this point unless you are prepared to share a formal statement, including:

Your name and address

As many details of the complaint as possible including:

- *Date of incident*
- *Description of the issue and involved parties*
- *Relationship to the Church*
- *Any relevant background*
- *Steps already taken*
- *Desired outcome*

You will need to send the complaint via email to kate@churchcentral.org.uk or post to Operations Manager, Central House, 13 Ravenhurst Street, Birmingham, B12 0HD, with a clear title indicating that you are raising a formal complaint under Stage 2 of the Complaints Policy.

Support can be provided in making a formal complaint, as we do not wish there to be any barriers to submitting a formal complaint. This may include explaining the procedure verbally or connecting with an appropriate person within the church to support in putting together a statement.

All complaints will be recorded in an anonymized log for review by the CC Directors and elders.

3.4 Stage 2: Response

The complaint will be forwarded to the eldership team of the relevant church and the Chair of Directors for Churchcentral Trust, unless there is a conflict of interest (see section 3.6 Confidentiality) and complaints will be acknowledged within 5 working days of the complaint being received.

The Chair of Directors will review the complaint and respond within 10 working days outlining:

- Who will investigate
- Who will communicate with the complainant
- Estimated timeline

3.5 Stage 2: Investigation and Resolution

The complaint will be investigated by the Chair of Directors, or an appropriate person nominated by them, working to ensure this person is independent. They will gather relevant information and seek a fair resolution. Following the investigation a response will be provided within 15 working days of the first review response, detailing:

- Steps taken to investigate
- Whether the complaint is upheld
- Actions resulting from the investigation.

If a more complex investigation is required and a response will take longer than 15 working days, then you will be informed of this by the Chair of Directors.

Once the response has been issued you will be asked to sign to indicate that you are satisfied with the outcome. If you are satisfied, then no further action is required.

Full documentation of the complaint will be recorded in the complaints file. This will include:

- the complaint
- any evidence found during investigation
- any steps taken to deal with the issue
- whether the complaint was upheld or not, and the reasons why
- how it was resolved, if that was possible

3.5 Stage 3: Non-resolution

If following stage 2 you are still not satisfied, then you will be invited to contact Matt Partridge of Catalyst Network for mediation. Contact details are available from the church office.

3.6 Confidentiality

Complaints will be shared with the Chair of Directors and the elders of the relevant church, unless there is a direct conflict of interest.

If the complaint involves a named person, they may be informed and asked to respond. The complainant's identity will be protected where possible.

Staff-related may follow our internal HR procedures, which may limit the information shared with the complainant. However, the Chair of Directors will confirm in writing to the complainant:

- Completion of the initial review
- That an internal process is underway
- Completion of that process

4. Review

This policy will be reviewed every two years or as required/considered appropriate by the Directors following any significant changes.