

Redditch Assemblies of God Complaints Policy

Our Complaints Policy has the following goals:

- To deal with complaints fairly, efficiently and effectively.
- To ensure that all complaints are handled in a consistent manner throughout.
- To use complaints constructively in the planning and improvement of all we do.

What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of Redditch Assemblies of God Church, which is under the control of our team.

How to complain

Redditch Assemblies of God Church aim to resolve complaints as soon as possible.

Many complaints can be resolved informally. In the first instance, contact Redditch Assemblies of God at complaints@redditchaog.org.uk a member of the leadership team will review your complaint and respond to you within 10 days.

If you make contact in person or by phone ask for a member of the leadership team. Photographs and names of the leadership team are displayed on the noticeboard at the church or on the website <https://redditchaog.org.uk/our-team> listed as trustees and elders. Make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied with an informal solution, you may pursue a formal complaint.

Email complaints@redditchaog.org.uk or send it in writing to:

Redditch Assemblies of God Church
Elm Road
Redditch
B97 6HJ

What will we do on receiving your complaint?

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for us and our staff.

Confidentiality

Confidential information in relation to your complaint will be handled sensitively.

Anonymous Complaints

We cannot respond to anonymous complaints or matters for which the church is not directly responsible.

How long will it take to respond?

We endeavour to respond fully and conclusively to all complaints within 20 working days.

You will receive acknowledgement of your complaint within 10 working days of receipt. You will be contacted to ensure we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

Whenever possible, we will deal with it more quickly, if we think it will take longer, we will let you know.

If an in-depth investigation is required, we aim to respond within 30 working days. The outcome of the investigation and solution are final. There will be no right of appeal.

POLICY DATED: 12/08/2024

REVIEW DATE: *August 2026*