

**IMMANUEL CHURCH, CHICHESTER**

# **FEEDBACK AND COMPLAINTS POLICY**

**Approved by Trustees – 11 June 2024**

## **Complaints Policy**

### **Your comments are important**

We value feedback from all who come into contact with our church activities, whether members or not. Both positive and negative feedback are important to us, in helping maintain good standards, and improve in the future.

As a church, we rely on volunteers to organise and provide many of our activities. While we plan to achieve the best possible results, we work within limited resources, and may not always succeed in reaching the level we hope for.

If you let us know that you are unhappy with any aspect of Immanuel Church's activities, we aim to respond quickly and fairly, and do what we can to put things right. We will deal with your complaint sensitively and confidentially, involving only those who need to know.

#### **Making an informal complaint:**

In many situations, problems can be sorted out informally, by talking directly to the person concerned, or to the team leader who organises an activity.

If that is difficult or not appropriate, you may wish to talk to the person who supervises the activity; this may be a member of the leadership team, the youth worker (for children and youth work), or the Minister. If you are unsure who to speak to please ask the Minister or a staff member.

#### **Making a written complaint:**

We do appreciate that sometimes it may prove difficult to resolve a problem informally, or it may be inappropriate to do so. In this situation, it is best to put your complaint in writing (by email or letter) to the Minister, who has overall responsibility for all church matters.

If your complaint concerns the Minister, you may wish to write to one of the Senior Leaders. Alternatively, you may contact the Archdeacon of Chichester who oversees Anglican clergy in this area – see contact details on the Diocesan website:  
<http://www.chichester.anglican.org/archdeacons/>

We aim to send you a written acknowledgement of your complaint within 5 working days of receiving your letter or email. We will investigate and respond setting out how the problem is being dealt with. We aim to reply within 10 working days of receiving your complaint, giving either a full response, or an account of interim action taken, and the date when a full response is expected.

If you are not satisfied with our response, you may wish to write to the Chair of Trustees, who can review the handling of your complaint, and act as a mediator.