

REVELATION CHURCH

COMPLAINTS POLICY

Revelation Church values complaints, comments and suggestions and will treat with respect and sympathy all people who make them.

Complaints, comments and suggestions are valued because:

- They provide us with an opportunity to put things right.
- Listening is a key part of 'relational' organisation. Users in this sense can include staff, Elders, Church Leaders and any other organisation or individual interacting with Revelation Church.
- They give valuable insights for setting service standards and monitoring quality
- Providing users with a way to complain reduces the likelihood of people seeking other ways to express dissatisfaction

A complaint is an expression of dissatisfaction about any aspect of our operations, whether justified or not. It can come verbally, by telephone, e-mail, or by letter.

WE COMMIT TO:

- providing a fair and easily understood procedure for dealing with complaints; (outlined below)
- ensuring that complaints are investigated fairly, promptly, and are resolved satisfactorily for all parties;
- ensuring that everyone is treated equally, regardless of: age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation;
- publicising / making known the existence of a policy, together with relevant contact details and procedural guides, and to ensure that all who are responsible for Charity affairs understand what needs to be done should a complaint occur;
- being used as a source of information for future reference and improvements in process, where appropriate.

CONFIDENTIALITY

All complaint information will be handled sensitively and confidentially, i.e. telling only those who need to know, and with due regard to data protection requirements.

RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with the Trustees

SCOPE

- All staff and trustees; and
- Associated personnel whilst engaged with work or visits related to the Charity, including but not limited to the following: consultants; volunteers; contractors, etc.

PROCEDURE IN THE EVENTS OF A GENERAL COMPLAINT

Complaints should be made to a member of the Leadership Team or a Trustee, contact details below:

Address of Charity: Revelation Church London, Busworks – Omnibus, North Road, London, N7 9DP

Church Elder and Trustee – Malcolm Kyte

Phone: 07830 677744

Email: malcolm@revelationchurch.org.uk

Chair of Trustees – Doug Hogg

Email: chair@revelationchurch.org.uk

Verbal complaints should be made by phone to or in person to a member of the Leadership Team or the Trustees.

Telephoned or verbal complaints will be recorded in writing, with the following details:

1. Name of the person receiving the complaint;
2. Name, address and contact details of the person making the complaint;
3. The relationship between the complainant and the charity;
4. Facts of the complaint.

The person making the complaint will be told:

1. that we have a procedure;
2. what will happen next; and
3. how long it should take to be dealt with.

They should be encouraged to put their complaint in writing so that a record in their own words can be kept.

Resolution procedure for general complaints:

Any individual who is the subject of the complaint must be informed and given the opportunity to respond. If it is possible and appropriate to do so, the person who the complaint is against will deal with the complaint.

Whether resolved or otherwise, the complaint should be passed to the Chair of the Trustees as soon as practicably possible, and within 1 week of the occurrence, who must record it in the complaints log.

If unresolved, the issue must be delegated to another Trustee for investigation and action.

The person making the complaint must receive an acknowledgement from the person responsible for the investigation within 1 week, with their estimate of the likely time-frame, and with a copy of the complaints policy.

The person making the complaint should receive a judgement or a progress report within 4 weeks, detailing the action(s) taken in the investigation, any conclusion and action resulting.

DATA PROTECTION COMPLAINTS

If you wish to complain to the charity about:

- how your personal information has been processed;
- how your data protection complaint has been handled, or
- appeal against any decision made following a data protection complaint.

Please address your complaints to the Data Protection Officer (DPO), the person designated to deal with data protection, as follows:

Name: Andy Crawley

Email: andy@revelationchurch.org.uk

Phone: 07906 943590

Procedure for handling data protection complaints:

Complaints regarding how your personal information has been processed should be submitted to the DPO, who will acknowledge receipt within 10 working days.

The DPO will review and respond in writing to your complaint, within 20 working days of receipt. If a complaint is complex and we cannot send a full reply within 20 working days, we will tell you the reason why and let you know when we will be able to reply in full. If an extension is required, this will be with the agreement of both parties and up to a maximum of a further 28 working days.

If you are dissatisfied with the way in which your complaint has been handled, then you may contact us, outlining your concerns, and an independent staff member will respond to you within 10 working days, to outline the next steps.

If you remain dissatisfied, you may forward your complaint to the Information Commissioner's Office (contact details can be found on their website at: <https://ico.org.uk/concerns/handling/>).

FUNDRAISING COMPLAINTS

Definition:

Fundraising complaints are defined as an expression of dissatisfaction at any aspect of the Charity's fundraising activities, including administrative practices or procedures, and acts carried out by third party suppliers.

The charity is committed to being open and honest in all our dealings with our supporters. It is important that those who give us support in any way, have access to a means of making a complaint. If you have a complaint, please contact:

Name: Malcolm Kyte (Church Elder and Trustee)

Email: malcolm@revelationchurch.org.uk

Phone: 07830 677744

Or

Name: Doug Hogg (Chair of Trustees)

Email: chair@revelationchurch.org.uk

If you are not satisfied with the answer received, the Fundraising Regulator will deal with all complaints that are concerned with a breach of the Institute of Fundraising's Codes of Fundraising Practice, or a breach of the Fundraising Promise, provided that the complainant has first directed the complaint to the charity concerned.

Our Fundraising complaint procedure:

Telephone complaints will be logged, and every effort will be made to resolve the matter over the telephone. The complaint will be summarised at the end of a call, and if you are satisfied, that will be the end of the matter; however, the complaint will be included in our annual report to the Fundraising Regulator.

All complaints, either by telephone, post or email, will be acknowledged in writing within 14 days. We will seek to resolve the complaint within 30 working days. At this stage, further contact with you will only be made when we have insufficient details to take the complaint forward.

We will consult with the Complaints Co-ordinator and any relevant staff or third parties involved (for example: a supplier, or partner) to inform them of the situation, and gather any relevant information. We will take care to record all the important points and file these with the case.

Having gathered all the relevant information, we will hold an assessment meeting with the Complaints Co-ordinator, and the staff/ third parties concerned.

The assessment meeting will set out the nature of the complaint and determine any action that needs to be taken. We will make a note on whether it is about an alleged breach of the Institute of Fundraising's Codes of Fundraising Practice, and/ or the Fundraising Promise. The Fundraising Regulator will need this information if the complaint is referred to them.

If the fundraising complaint is justified:

We will write to you to apologise, and to reassure you that the complaint will be used to improve on our fundraising activities in the future, and how this will be done. We will also instigate action to prevent any recurrence of the problem.

If the fundraising complaint is not justified:

We will write to you to explain that we will not be changing our fundraising practices and give clear reason(s) for our position.

We always take complaints very seriously and assure you the investigation will always be as thorough as possible. Accurate records will be kept of all the investigations which have been carried out.

Extension of information gathering period:

In exceptional circumstances, we may need more time than 30 days to gather all the information (for example, if a key member of staff is on annual leave or is sick). If this happens, we will contact you in writing, with a copy to the Fundraising Regulator, outlining the situation.

If the complaint is not resolved to your satisfaction

If you are not happy with our response, you should contact the Fundraising Regulator within two months. We, in turn, will ensure that all correspondence is on file, and can be made available to the Fundraising Regulator if the complaint is pursued further.

If you are still dissatisfied, you can ask the Fundraising Regulator to look again at your complaint. Their decision will be made within 60 days and will be final. The charity agrees to abide by decisions made by the Fundraising Regulator Board.

Contact details for the Fundraising Regulator

Fundraising Regulator staff are available to assist and advise members of the public, charities and fundraising organisations. The contact details are as follows:

2nd floor CAN Mezzanine Building,
49-51 East Road,
London,
N1 6AH

Phone: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk

Contact details for the Charity Commission

The Charity Commission should be contacted where your concerns relate to:

- dishonest handling of funds;
- misapplication of charitable funds;
- actions that contravene the Charity's Governing Document or charity law; and
- actions that threaten to bring the Charity into disrepute

Charity Commission Direct
PO Box 1227
Liverpool
L69 3UG

Contact online: <https://www.gov.uk/government/organisations/charity-commission#org-contacts>

SAFEGUARDING COMPLAINTS

Protecting people and safeguarding responsibilities is a governance priority, and the Charity takes reasonable steps to protect people who come into contact with our charity, from harm.

If you have any concerns about the behaviour of a member of staff, volunteers, guests or beneficiaries in any situation, it is vital that you tell us about it immediately, so that appropriate action can be taken. This complaints policy will work alongside the Charity's Safeguarding and Whistleblowing Policies.

The procedure for safeguarding complaints:

We take all concerns and complaints seriously. If we have an incident or allegation of abuse, we will handle and record it in a secure and responsible way, and in accordance with any legal and statutory obligations.

We will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will usually only be shared with those who need to know, in order to help resolve it. There may however be occasions when we cannot provide absolute confidentiality; for example, in circumstances where a child or vulnerable adult may be at risk of harm, and any relevant information will be shared with others concerned in the safety and welfare of service users.

We will handle information in line with the Data Protection Act.

We will report to the police if the incident or concern involves criminal behaviour. Where necessary, we will also refer to social services and report to other agencies (i.e. send a serious incident report to the Charity Commission).

If the complaint is received by telephone, we will listen and record the complaint and summarise for the complainant, to ensure that the details are correct. The complaint will then be passed with due haste to the Designated Safeguarding Officer; alternatively, you can make a complaint using your preferred method and format of communication direct to the Designated Safeguarding Officer, whose contact details are as follows:

Name: Malcolm Kyte

Address: Revelation Church, Busworks – Omnibus, North Road, London, N7 9DP

Email: safeguarding@revelationchurch.org.uk

Telephone: 07830 677744

The Designated Safeguarding Officer will:

- acknowledge your complaint within five days of receipt;
- keep you informed throughout the process;
- contact the Chair of Trustees within 72 hours for a decision on whether to conduct an internal enquiry, or whether it is necessary to pass to another agency, such as: the police, social services, or the Local Authority Designated Officer (LADO).

No safeguarding decision will be made in isolation.

The Safeguarding Officer will ask the receiving agency to:

- keep the Charity informed; and
- be included in any strategy meetings which may be held.

The person making the original complaint will be informed if other agencies are involved.

At the end of the process, the complainant, family and alleged perpetrator will be informed of decisions made. The DBS will be kept informed throughout this process and will be informed of the final decision.