



Henley Baptist Church & d:two Community Centre

Complaints Procedure

Henley Baptist Church are committed to, within the aims of the church, providing a safe and reliable service for those to whom we minister and come into contact with. It is our policy to be open and responsive to the views and concerns all we engage with. Internal and external feedback about us, both positive and negative, is helpful in enabling us to ensure that our activities are of the highest possible standard.

We believe that people should be treated fairly and justly and in that context any complaints about the services we offer, will be handled with integrity

Our staff and volunteer workers are equally as highly valued and we would seek to protect them from victimisation or unnecessary blame.

All complaints will be treated in a confidential manner and thoroughly investigated to achieve the best possible outcomes for everyone involved.

Procedure

If you have a concern about any aspect of Henley Baptist Church please talk firstly, to the Church Leader. If you do not feel able to do that or if you have communicated your concern and do not feel that you have been heard please follow the formal complaints procedure outlined below.

1. Complaint in writing:

Put your complaint in writing and send it to:

Jeremy and Joanna Bray, Co-Leaders, Henley Baptist Church
55-57 Market Place, Henley on Thames, Oxon, RG9 2AA

If your complaint directly involves the Church Leader please contact another Trustee or Leader who is not involved in the complaint. The names of the Leaders can be found on the church website.

2. Acknowledgment of complaint:

You will receive a letter acknowledging receipt of your complaint, generally within five working days after it has been received.

An investigation will then be carried out. This may involve you meeting with the Church Leader to clarify the details of your complaint. The Church Leader will liaise with the other Leaders and the person responsible for line managing staff. It may also be necessary to consult other employees or volunteers or other church members who may be directly involved in the complaint. Any concerns about this should be considered at the initial meeting.

If there is an allegation of a criminal offence or child protection concern the appropriate agencies will be consulted immediately.

3. Outcomes:

Following investigation you will be notified of the outcome in writing, including any action taken. This should take place within 28 days of the Church receiving your initial complaint. If this is delayed you will be informed of the reason for the delay.

Staff/Volunteer Complaints:

Please see the Grievance Procedure document contained in the staff handbook available in the office, which you were made aware of when you started work.

It is our hope that these procedures will not be required too often, but in the event of any complaints being received we believe that they will provide a satisfactory structure for a thorough investigation in order to maintain high quality and Christ-like way of working to which we aspire.