



City Life Church Complaints Policy and Procedure

Adopted by the trustees 21.09.2021

Reviewed April 2024.

Reviewed and Amended June 2026 to incorporate Data (Use and Access Act 2025) effective from 19 June 2026

This policy will be reviewed every 3 years. Next review date: June 2029

General Statement

At City Life Church we endeavour to be accountable, transparent, fair and understanding when there are concerns or problems with the level of service we provide. We recognise that all human beings are flawed and that at times we fall short of God's best. We will not always agree with each other. The leadership and trustees seek to develop a culture of openness so that we can learn from mistakes and use this learning to improve performance and internal decision-making.

Wherever possible we would prefer to follow biblical principles of reconciling differences through talking and praying together. Most issues can be resolved through two-way communication, listening to each other and sharing our concerns. However, on occasion attempts to resolve an issue informally may fail or may not be appropriate. A formal complaints process is available for such cases.

It is recognised that from time to time there may be occasions when users of City Life Church's services feel that the quality or level of service provided fall short of what they could reasonably expect. The church wants to know about these occasions so that we can make good the problem and plan to avoid its repetition.

The Complaints Process

If you have a complaint, including data protection complaints, we would like you to tell us about it. This is what you should do:

1. Send details of your complaint to the Church Administrator at the church office who will try to resolve the issue informally and in consultation with the church team where appropriate.
2. If the issue is serious, or you are not satisfied after raising it with the Church Administrator, you should make a formal complaint.
3. Your complaint should be made in writing, marked "Private & Confidential", and sent to the Church Secretary who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, the church can

arrange this for you. Alternatively, you can submit complaints to the church by email to

churchsecretary@citylifechurch.co.uk

4. The Church Secretary shall, in consultation with the trustees, investigate the complaint and communicate the results of the investigation to you within a reasonable time - normally 21 days.
5. You have the right, if dissatisfied with the results of the investigation, to put your case in writing or personally to a panel comprising at least three members from the City Life Church Leadership Team. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).
6. The decision of the panel will be final.
7. Where appropriate, City Life Church will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
8. All formal complaints and the response made to them will be recorded and filed in a secure place.
9. The Trustees shall be informed by the Church Secretary at the first available meeting, of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services.

This policy does **not** apply in the following circumstances:

- **Safeguarding concerns** relating to child or adult protection. Any safeguarding concern should be reported to church's safeguarding officer following the church's safeguarding procedure.
- A complaint about the conduct or service of an accredited **Baptist Minister**. This should be made following the procedure for accredited Baptist church workers obtainable from the Baptist Union.
- **An employment grievance**. The church has a staff grievance procedure which is set out in the employee's contract of employment. Employment-related grievances should be dealt with in accordance with that grievance procedure.