

North Point Church Complaints Policy

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Purpose:

For concerns related to the safeguarding of children or vulnerable adults, please refer to our [Safeguarding Policy](#). Employees (if applicable in the future) should consult the **Grievance Procedure** in the Staff Handbook for internal employment matters.

Introduction

North Point Church values complaints as an opportunity to listen, learn, and improve. We aim to address concerns and put things right for the individual or organisation that raised the issue.

Our policy is to:

- Provide a clear and fair procedure for anyone wishing to make a complaint.
 - Make it easy to contact us to make a complaint.
 - Ensure all church leaders know how to handle complaints.
 - Investigate complaints fairly and promptly.
 - Strive to resolve complaints and restore relationships where possible.
 - Use feedback from complaints to improve our church operations.
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Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of North Point Church's activities or the conduct of our leadership, pastor, volunteers, or any other church-related matters.

Who Can Make a Complaint?

Complaints may come from anyone with a legitimate interest in North Point Church, including members, visitors, volunteers, or the general public. Complaints can be made verbally, by phone, email, or in writing.

Confidentiality

We handle all complaints with sensitivity, sharing information only with those who need to be involved in resolving the issue. We follow all data protection regulations, including GDPR.

Responsibility

The **North Point Church Leadership Team** has overall responsibility for this policy and its implementation.

Review

This policy will be reviewed regularly and updated as required.

Complaints Procedure for North Point Church

Contact Details for Complaints

If you wish to make a complaint, you can contact us through the following channels:

- **Website:** www.northpointchurch.co.uk/complaints
- **Written Complaints:**
North Point Church
300 Roseberry Avenue
Coventry, CV2 1UT

- **Email:** northpointchurch.cov@gmail.com
 - **Phone:** 02476 680710
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Receiving Complaints

Complaints may arrive through any of the listed contact methods or via social media. When a complaint is received by phone or in person, the recipient should:

1. **Record the details** of the complaint.
 2. **Take the complainant's contact information** (name, phone number, email).
 3. **Identify the complainant's relationship to North Point Church** (e.g., member, visitor, volunteer).
 4. Let the complainant know about the church's complaints procedure.
 5. Explain what will happen next and how long it will take to receive a response.
 6. Where appropriate, request that the complainant submits a written version of their complaint for accuracy.
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Resolving Complaints

Stage One:

In many cases, a complaint can be resolved informally by the individual responsible for the issue being raised. If possible, the person receiving the complaint should attempt to resolve it immediately and inform the **Senior Pastor** or **Leadership Team** of the resolution.

Stage Two:

If the complaint cannot be resolved informally, or if it is a more serious issue, it will be passed to the **Leadership Team**. The team will assess the complaint within five working days and may delegate responsibility for investigating it to a specific leader.

If the complaint involves a particular individual (e.g., a volunteer or pastor), they will be informed and given an opportunity to respond. All complaints should be acknowledged within five working days, indicating who is handling the matter and when the complainant can expect a reply.

For more complex issues requiring investigation, the Leadership Team will keep the complainant updated on progress. In some cases, due to confidentiality, legal, or compliance reasons, the church may choose not to disclose the full outcome of an investigation, but this will be logged for internal use.

Stage Three:

If the complainant is dissatisfied with the resolution at Stage Two, or if the complaint involves the **Senior Pastor** or another senior leader, they may request that the complaint be reviewed by the **Board of Trustees**.

Upon receiving the request, the complaint will be acknowledged within five working days, and the Board of Trustees may conduct their own investigation or delegate it to a suitable individual. The complainant will be kept informed throughout the process.

External Stage

As North Point Church is a UK-registered charity, complaints can also be directed to the **Charity Commission of England and Wales** at any stage if the complainant feels it is necessary. Information about the type of complaints the Charity Commission can investigate is available at:

<https://www.gov.uk/complain-about-charity>

Additionally, North Point Church may fall under certain **Assemblies of God UK** or other governance bodies for escalated complaints, depending on the issue.

Situations Where We May Not Respond to a Complaint

There may be instances where North Point Church chooses not to respond to a complaint. These may include:

- Complaints unrelated to our church or activities.
 - Repeated complaints that have already been addressed and resolved.
 - Complaints made in an abusive, discriminatory, or offensive manner.
 - Complaints that are incoherent or illegible.
 - Bulk complaints made to multiple organisations.
 - Anonymous complaints (though we will investigate internally if relevant).
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Variation of the Complaints Procedure

This procedure may vary if necessary to avoid conflicts of interest. For example, if the complaint involves a member of the **Leadership Team** or **Board of Trustees**, they will not be involved in investigating the complaint.

Approved by the Leadership Team of North Point Church

Date: 25 September 2024