

Complaints Policy

Inn Churches is committed to delivering services of the highest quality, and to continually striving for improvement. Complaints are an opportunity to learn and improve for the future, as well as a chance to put things right where possible for the person that has made the complaint.

Our policy is:

- to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint, whether they are a user of our services, volunteer, staff member or member of public
- to publicise the existence of this procedure so that people know how to make a complaint
- to make sure staff know what to do if a complaint is received
- to make sure all complaints are investigated thoroughly, fairly
- to respond fairly and in a way that is appropriate to the complaint
- to investigate and respond in a timely manner, avoiding unnecessary delays
- to make sure that complaints are, wherever possible, resolved and relationships repaired
- to regularly review complaints received and use any relevant learning to make improvements to future activities.

Employee grievances

Employees should use the grievance and disciplinary procedures to address grievances relating to their employment.

How to make a complaint

Discrimination

If you feel you have been subject to discrimination, you have the right to use the provisions of the Equality Act 2010. There is a three-month limit for making claims under the Act, and it is up to the person with the complaint to decide whether to use that process. It is recommended to seek specialist advice before doing so. Citizens Advice have more on this at: citizensadvice.org.uk/law-and-courts/discrimination/taking-action-about-discrimination/taking-legal-action-about-discrimination

Concerns, suggestions or complaints

If you have any concerns or suggestions, in the first instance please contact the CEO, Juli Thompson, who in most cases is best placed to resolve concerns, and will investigate and respond to you as appropriate.

If the concern involves the CEO, you prefer not to contact the CEO, or are unable to do so for some reason, please contact the Chair of Trustees, Roland Clark.

See appendix 1 for contact details.

If your concern is not resolved satisfactorily and you wish to escalate it to a formal complaint, you will be asked to put your complaint in writing on a complaint form (Appendix 2) and return it to the charity by email, in person or by post. If you have difficulty with putting your complaint in writing, you can ask an advocate to write on your behalf.

Your complaint will be acknowledged within five working days and logged in the complaints log. A copy will be sent to the Chair of Trustees (if you did not send it to them originally).

The Chair of Trustees will consider the complaint and respond to you.

If you are not satisfied with the response, an investigation will take place. The timescale will be confirmed to you, but Trustees will aim to respond within four weeks. The results of the investigation will be sent to you, and recorded on the complaints log.

All complaints received will be reported to the full board of Trustees.

Fundraising complaints

Inn Churches is registered with the Fundraising Regulator and follows the Fundraising Code of Conduct. You can confirm our registration from the logo at the foot of any page of our website.

If you have concerns about anything to do with the way we have raised funds, or believe we have not followed the Fundraising Code of Conduct, please follow the complaints procedure above. In particular, if you believe that we:

- have made misleading requests (such as not using donations for what we say we will) or too many requests for donations
- have been disrespectful or treated you unfairly when asking for donations
- have not been open about any relationship we may have with a third-party, for example, an agency working on our behalf
- have failed to respect your wishes as a donor, for example, if you had asked to be contacted only in a certain way (such as by email, telephone or post only)
- we have not dealt appropriately with a complaint made by you about fundraising, including not responding to you or you being unhappy with the response.

If you are not satisfied with our response to your complaint about fundraising and believe that we have not followed the Fundraising Code of Conduct, you can make a complaint to the Fundraising Regulator: fundraisingregulator.org.uk/service/complaints-about-fundraising

Appendix 1: contact details

Juli Thompson	CEO	juli@innchurches.co.uk	01274 955010
Roland Clark	Chair of Trustees	chair@innchurches.co.uk	

Inn Churches, The Storehouse, 116 Caledonia Street, Bradford, BD4 7BQ.

Appendix 2: Complaints form

Please use this form if you wish to make a complaint. If you are completing it for somebody else, please confirm that you have their permission to make this complaint on their behalf.

Name and address of person making the complaint	If you are completing this form on behalf of somebody else, please give your name and address as well
Name	Name
Address, including postcode	Address, including postcode
Email	Email
Phone	Phone
	Relationship to person making complaint
Signature	I confirm that I have permission to make this complaint on behalf of the person named to the left. Signature
Date	Date
Details of complaint (expand or continue on a separate sheet if necessary)	