



## Complaints Handling Policy

Name of Organisation: **Mosaic Church Bangor (CIO)**  
Address: **c/o Pensarn, Llangristiolus, Ynys Môn, LL62 5DT**  
Tel: **01248 722248**  
Email: **admin@mosaicchurchbangor.org**  
Web: **www.mosaicchurchbangor.org**  
Group Affiliations: **Maximise Churches, Evangelical Alliance**  
Charity Number: **1109496**  
Insurance Company: **Ansvar (Policy Number CHF2164885)**

### What we do

The normal activities of the charity include gathering on a Sunday Morning and in smaller Midweek groups in homes in and around Bangor and Anglesey. We organise regular activities for children and youth, both on Sundays and during the week. The church also runs a number of events for the local community throughout the year. As a church we also partner with Christians against Poverty (CAP) to run a Debt Centre.

### Where we meet

We do not own any property. Mosaic Church currently meets in a Capel Berea Newydd on Sundays, which is hired for the purpose, as well as in homes and other rented venues, including Coed Mawr Community Centre, during the week.

## 1. General statement of policy

- 1.1 The trustees of Mosaic Church Bangor take complaints seriously and commit to deal with all complaints in a confidential, timely and appropriate manner.
- 1.2 Our policy is:
- To provide a fair complaints policy which is clear and easy to use;
  - To make sure that trustees, volunteers and staff are aware of this policy and know how to handle complaints;
  - To ensure in all cases that complaints are handled using Biblical principles and that wherever possible, disputes and disagreements are amicably resolved and that relationships are restored;
  - To gather information which helps us improve what we do in the future.
- 1.3 All complaints and any associated information provided will be handled sensitively, and in accordance with relevant data protection requirements. However, the trustees reserve the right to involve external parties (including the police and other authorities) and to take legal advice where this is considered necessary.
- 1.4 The overall responsibility for this policy and its implementation rests with the trustees of Mosaic Church Bangor.
- 1.5 In constructing this policy, the trustees have paid due consideration to the Good Governance Code with the aim that the charity demonstrates internal and external complaints are handled constructively, impartially and effectively and it learns from mistakes.

The trustees of Mosaic Church Bangor formally adopted this policy at their trustees meeting on 18 March 2024.

Signed\*: 

Date: 18 March 2024

\*on behalf of the Trustees as agreed at a meeting on: 18/03/2024

## 2. Receiving Complaints

- 2.1 Complaints may be addressed to any trustee or member of the leadership team either orally or in writing.
- 2.2 Where complaints are received by other contacts in the church, complainants will be directed towards a member of the leadership team in the first instance.
- 2.3 At the time of receiving the complaint or within any initial response, complainants will be informed of the existence of this policy and provided with a copy if requested.
- 2.4 Mosaic Church Bangor operates a Safeguarding Policy. Where complaints refer to people or activities covered by that policy, such complaints will be handled in accordance with both policies. In instances where the policies conflict, those contained in the safeguarding policy will carry precedence.
- 2.5 In the case of complaints made by a parent, guardian or other responsible adult to any member of the children's or youth ministry teams, these will automatically be passed to the designated Safeguarding Co-ordinator or Deputy Safeguarding Co-ordinator who may or may not be part of the leadership team. Such complaints will then be handled in accordance with the safeguarding policy.
- 2.6 In certain cases and for the avoidance of doubt, the trustees or leadership team may request oral complaints to be repeated in writing and reserve the right to share complaints with other trustees or members of the leadership team as they see appropriate.
- 2.7 Oral complainants must be informed that certain aspects of oral complaints will be recorded (either at the time or later) including but not limited to:
  - The name and contact details of the complainant;
  - The date and time that the complaint was received;
  - The substance of the complaint;
  - Any formal relationship that the complainant has with Mosaic Church Bangor.
- 2.8 Oral complainants must be informed that although complaints will be handled confidentially, the trustees may share these with other trustees or members of the leadership team in accordance with this policy.
- 2.9 All complaints, together with any actions undertaken, will be recorded in a complaints log which will be reviewed by the trustees on a regular basis. Any conclusions and further action required as a result of this review will be formally recorded in the minutes of a trustees meeting.
- 2.10 Where the complaint relates to a specific person, the trustees may choose to inform that person of the nature of the complaint and to receive a formal response from them. The name and any other sensitive information provided by the complainant will not be shared with the subject of the complaint.

### 3. Resolving Complaints

- 3.1 Complaints will be acknowledged by the trustees or member of the leadership team within two weeks of being received and will include details of who is dealing with the complaint and when the complainant can expect to have a response. Any first response should include a copy of this policy if not already provided.
- 3.2 The trustees will use best endeavours to provide a definitive response within two months of receiving the complaint. If, because of ongoing investigations or for other reasons this is not possible, a progress update will be provided to the complainant within two months of receiving the complaint.
- 3.3 A definitive response will include:
  - Actions taken to investigate the complaint;
  - Conclusions drawn from the investigation;
  - Actions taken as a result of the investigation.

### 4. Appeals and Escalation

- 4.1 Where the complainant is not satisfied with the response, they should inform the trustees of this dissatisfaction in writing within 3 months of receiving the response.
- 4.2 Due to the size of Mosaic Church Bangor it is likely that the same group of trustees that dealt with the original complaint will be responsible for reviewing the appeal. Wherever possible a different trustee will take the lead in investigating the appeal.
- 4.3 As long as this notice of dissatisfaction is received within the timeframe set out in 4.1, the trustees will acknowledge this correspondence within two weeks and will use best endeavours to provide a definitive response within two months. Notices of dissatisfaction that are received outside of that timeframe will be considered at the discretion of the trustees/directors.
- 4.4 This appeal decision will be considered final. At any time, the complainant can complain directly to the Charity Commission or any other appropriate regulating authority. The information about the types of complaints that the Commission can become involved with are set out on [their website](#).

## PRACTICAL GUIDANCE FOR HANDLING VERBAL COMPLAINTS

This guidance has been drawn directly from the good governance code<sup>1</sup>, slightly adapted to be more appropriate for Christian churches or charities.

When dealing with someone who is making a complaint, regardless of its form, it is helpful if you can:

1. Make the complainant feel comfortable talking to you;
2. Be helpful and friendly;
3. Deal with complaints fairly, equitably, and consistently;
4. Keep the complainant informed, as far as possible, about progress and how to pursue their complaint further, if not satisfied with outcome;
5. Record details at all stages of complaints.

Practically:

- Remain calm and respectful throughout the conversation;
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam";
- Don't debate the facts in the first instance, especially if the person is angry;
- Show an interest in what is being said;
- Obtain details about the complaint before any personal details;
- Ask for clarification wherever necessary;
- Show that you have understood the complaint by reflecting back what you have noted down;
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation; - e.g. "I understand that this situation is frustrating for you";
- If you feel that an apology is deserved for something that was the responsibility of your church/charity, then apologise;
- Ask the person what they would like done to resolve the issue;
- Be clear about what you can do, how long it will take and what it will involve;
- Don't promise things you can't deliver;
- Give clear and valid reasons why requests cannot be met;
- Make sure that the person understands what they have been told;
- Inform the person of the existence of this policy and offer to provide them with a copy.

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<sup>1</sup> <https://www.charitygovernancecode.org/en> a code of governance written for voluntary and community organisations