

COMPLAINTS FORM

Your details

Name:	
Address:	
Phone:	
Email:	

If anyone else is involved in raising this complaint or are you raising the complaint on behalf of someone else, please give details:

About the complaint

Date(s):	
Person(s) involved:	

Complaint about: (please clearly describe the nature of your complaint)

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Supporting information:

- *State the matter or name of the person that the complaint is about.*
- *What happened, when and where.*
- *Provide the contact details or statements of any witnesses.*
- *If complaining about a decision, explain what the decision was about, when it was taken, and who made it.*
 - *Explain what impact this decision has had, or you may fear will have, and upon whom.*
- *Provide any additional information that you believe would be helpful.*

Q1. Have you tried to resolve this matter informally?

Yes No

If YES, please move to Q2.

If NO, please explain briefly why you decided not to try to resolve the matter informally, then move to Q3.

Q2. If you tried to resolve this matter informally, what happened?

State who you dealt with, when and where, what information you provided to them, and what you felt was unsatisfactory about the outcome.

Q3. What actions are you wanting the church to take and what outcomes are you seeking?

Whilst we cannot promise to do what you ask; it would be helpful to understand what resolution you are seeking as we review your complaint.

Thank you for submitting your complaint to us. We take the security of your personal information very seriously and will collect, hold, and process your data in accordance with UK data protection legislation. The details that you provide to us on this form will be stored securely and used for our legitimate interest to assess your complaint and/or investigate your complaint. We will also use your details to contact you about your complaint. Although your complaint will be handled with a high degree of confidentiality, it may be necessary to share your personal information and the details of your complaint with external agencies. Your information will only ever be shared with those who need to know in order to bring a resolution to your complaint or to fulfil any legal obligations. To read our full privacy policy please visit our website <https://www.teessidevineyardchurch.co.uk/policies>