Complaints Policy of Luton Pentecostal Church

Luton Pentecostal Church views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation 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

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint

To make sure everyone at Luton Pentecostal Church knows what to do if a complaint is received

To make sure all complaints are investigated fairly and in a timely way

To make sure that complaints are, wherever possible, resolved and that relationships are repaired

To gather information which helps us to improve what we do

**Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Luton Pentecostal Church

**Where Complaints Come From**

Complaints may come from any person or organisations that have a legitimate interest in Luton Pentecostal Church,

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

**Responsibility**

Overall responsibility for this policy and its implementation lies with the board of Trustees.

**Review:**

This policy is reviewed regularly and updated as required.

Adopted: October 2015

Review Date: October 2017