



Complaint form

Complaints may be made to Church Society in accordance with our Complaints Policy. Please note that complaints do not have to be made using this form, but using the form will help ensure that you send the necessary information for your complaint to be processed as quickly and effectively as possible. You do not have to complete every box, but please give as much information as you can to enable us to deal with your complaint appropriately.

Name:

Email address:

Phone number:

We will use these contact details in order to contact you about the process of the complaint and its resolution. They will not be stored or used for any other purpose.

1. I wish to make a complaint concerning:

- The application of Church Society procedures or a decision made by Church Society
- One or more members of Church Society staff, trustees or other volunteer serving on our committees, boards, or working groups

2. If you are complaining about members of Church Society staff, a trustee, or other volunteer acting on behalf of Church Society, please state their name(s):

3. Describe the actions, events or decisions you wish to complain about.
Tell us when and where they took place, who was involved, and what happened.

4. Tell us why you think these events were wrong.

5. How do these events relate to Church Society?

6. Were there any witnesses to the events?
If you know the names of witnesses, please state those.

7. Have you taken any action to try to resolve your concerns before making a formal complaint?

8. What outcome would you consider would resolve your concerns?

9. Have you reported this matter to anyone else?
If so, please state to whom it has been reported.

10. Is there any other information you want to tell us?

You may also attach supporting documentation to your complaint.

11. While we will make every effort to maintain reasonable privacy about your complaint, we may need to make the details of the complaint known to the subject of the complaint. If you do not agree to this, it may not be possible for us to investigate and resolve your complaint.

I give permission for the details of this complaint and the supporting documentation to be provided to the person complained about should it be necessary to do so.

I do not give permission for the details of this complaint and the supporting documentation to be provided to the person complained about should it be necessary to do so.

This form should be sent to the Church Society Administrator (admin@churchsociety.org), and marked 'Formal Complaint'. The administrator will forward it to the appropriate person to be handled. If the complaint relates to actions of the Administrator, it should be sent to the Chairman of the Church Society Council (chair@churchsociety.org), who will take the appropriate actions. Please refer to our Complaints Policy for details of what these are and when you can expect them to happen: <https://churchsociety.org/society/page/policies>