Rayleigh Baptist Church
Complaints Policy and Procedure

The Charity Trustees of Rayleigh Baptist Church approved the following complaints policy and procedure on 8th December 2025.

1. Introduction

The primary purpose of the [church name] complaints procedure is to provide a process for dealing with complaints relating to the behaviour of, or activities and decisions taken by, the church's staff, charity trustees, or volunteers.

Please note that there is a separate complaints procedure for complaints about a nationally accredited Baptist Minister, Baptist Minister in Training, Nationally Accredited Baptist Church Worker, or a Nationally Recognised Baptist Pastor. That procedure is available at:

https://www.baptist.org.uk/Articles/520969/Complaint_against_Accredited.aspx

You can find out if someone is a nationally accredited Baptist Minister by looking them up on the directory of nationally accredited Baptist Ministers at:

https://www.baptist.org.uk/Articles/504943/Ministries.aspx

2. General Principles

Wherever possible the church would prefer to follow Scriptural principles of reconciling differences. However, on occasion attempts to resolve an issue informally may fail or may not be appropriate. A formal complaints process is available for such cases.

3. Can I make a complaint?

Yes. You do not have to be a member of the church to make a complaint. If you believe you have reasonable grounds to make a complaint and you cannot resolve the issue informally or believe it would not be appropriate to do so, you can make a complaint.

4. What kind of complaint can I make using this procedure?

You can make a complaint about:

The services that the church provides.

- For example, toddler groups, foodbanks, baptisms, weddings and funerals. Poor service might include dirty facilities or the trustees failing to carry out fire extinguisher tests or other health & safety requirements.

The behaviour of a church employee, trustee or volunteer that has affected you or someone for whom you are responsible.

- For example, inappropriate language or behaviour; persistent late payment of bills; sexual harassment or unlawful discrimination.

The application of church policies and procedures, or decisions made by the church, that affect you or someone for whom you are responsible.

- For example, the church withdrawing financial support for a community group.

You should report any safeguarding concern to the church's Safeguarding Team:
safeguarding@rayleighbaptist.org.uk

5. What kind of complaints are not suitable for this procedure?

Safeguarding concerns relating to child or adult protection.

- Any safeguarding concern should be reported to the church's safeguarding officer following the church's safeguarding procedure:
  https://rayleighbaptist.org.uk/explore/policies/safeguarding/

A complaint about the conduct or service of an accredited Baptist Minister, Baptist Minister in Training, Nationally Accredited Baptist Church Worker, or a Nationally Recognised Baptist Pastor.

- This should be made following the procedure for accredited Baptist church workers:
  https://www.baptist.org.uk/Articles/520969/Complaint_against_Accredited.aspx

An employment grievance.

- The church has a staff grievance procedure which is set out in the employee's contract of employment. Employment-related grievances should be dealt with in accordance with that grievance procedure.

6. How do I make a complaint and how will the church deal with it?

You should submit your complaint in writing using the church's complaints form (see Appendix 1). On receipt of your complaint, the church, acting through its charity trustees and/or a member of the Safeguarding team, will:

- Acknowledge your complaint and tell you who will review it within 7 days of receipt;
- Within 14 days, begin the review, contacting you for further information if needed; finding out what happened, when it happened, and who was involved, and if necessary, interviewing people involved;
- Inform the person who is the subject of the complaint about the nature of the complaint unless this would seriously prejudice the review;
- Recommend what remedial action, if any, should be taken, giving reasons;
- Write to you informing you of the outcome of the review.

The church may, on occasion, receive related complaints, or several people may make the same complaint. Depending upon the nature of the complaint and when each complaint is received, the trustees may decide to consolidate the review or to deal with the earliest complaint first.

The more complex the complaint is, the longer it may take the church to respond. This is especially likely if the complaint relates to historic matters or several people need to be interviewed. Please understand that if the police investigate the person who is the subject of the complaint in relation to the same or related matters, the church may not be able to begin or complete the review until the police have completed their investigations.

Please be aware that the church may decide that it is under a duty to report the matter to statutory authorities or the Charity Commission. If this is the case, the church will write to you to tell you this.

The church will treat the facts and content of your complaint carefully and in line with the church's data protection policy: https://rayleighbaptist.org.uk/explore/policies/data-protection/

However, on occasion, the church may need to make a public statement about the subject matter of the complaint, report it to statutory authorities or seek professional advice, and consequently the church cannot guarantee to keep your complaint confidential. You should maintain reasonable confidentiality as to the nature and content of your complaint, other than to seek professional advice if required. Once you have submitted your complaint and while the matter is being reviewed, you should avoid communicating with the person complained about.

7. What if I am not happy with how the church deals with my complaint?

If you are unhappy with how the church deals with your complaint, you may choose to contact the Charity Commission, the regulator of charities, using the following form:
https://www.gov.uk/complain-about-charity/.

8. Vexatious Complaints

If the church concludes that your complaint is vexatious and you are a church member, the church may consider exercising church discipline. If you are not a church member, the church may not answer any further complaints you make.

Schedule 1

Rayleigh Baptist Church
Complaints Form

Your Details

Name: _____

Address: _____

Phone: _____

Email address: _____

Details Of Your Complaint

Date(s): _____

Person(s): _____

Complaint about: [*Briefly describe the nature of your complaint.*]

_____

_____

Supporting information:

_____

_____

_____

_____

State the matter or name of the person who is the subject of the complaint, what happened, when and where.

Provide the contact details or statements of any witnesses. Include any additional information that you think would be helpful.

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.

Have you tried to resolve this matter informally? Yes No

If no, explain briefly why you decided not to try to resolve the matter informally.
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.

Action sought:

_____

_____

_____

_____

Describe what actions you want the church to take. While the charity trustees cannot promise to do what you ask, it would be helpful to understand what you are seeking.

Date you submitted your complaint to the church: _____

The church will treat your data carefully and in accordance with the church's data protection policy:
https://rayleighbaptist.org.uk/explore/policies/data-protection/

Note: ***The church cannot guarantee to keep the fact and details of your complaint confidential if it is necessary and proportionate to share your data in order to review and resolve your complaint.***

Schedule 2

Template for Church to Acknowledge Complaint

[Date]

Dear [insert name],

I am writing to confirm that Rayleigh Baptist Church ("the Church") received your complaint on [insert date].

We are sorry that you feel that [provide brief summary of complaint].

The Church, acting through our Charity Trustees and/or a member of the Safeguarding, will review your complaint in accordance with our complaints policy:
https://rayleighbaptist.org.uk/explore/policies/complaints/

[The Church Secretary/ insert the name of the responsible person(s)] will be in touch with you within 7 days to begin their review of your complaint.

The Church will treat the facts and content of your complaint carefully and in line with our data protection policy: https://rayleighbaptist.org.uk/explore/policies/data-protection/

However, on occasion the Church may need to make a public statement about the subject matter of the complaint or to report the matter to the statutory authorities and consequently the Church cannot guarantee to keep the fact of or details of your complaint confidential.

You should maintain reasonable confidentiality as to the nature and content of your complaint, other than to seek professional advice if required, and now that you have submitted your complaint, you should avoid communicating with the person complained about while the matter is being reviewed.

If you have any further questions, please do not hesitate to contact [insert name/email] in writing.

Yours sincerely

[Name and signature]

Church Secretary
On behalf of the Charity Trustees of Rayleigh Baptist Church