

KING'S LYNN CHRISTIAN FELLOWSHIP

ALSO KNOWN AS THE KING'S CENTRE

COMPLAINTS POLICY

If there is a complaint about King's Lynn Christian Fellowship (KLCF) we want to hear about it and we will do our best to put it right.

Our Complaints Policy has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To use complaints constructively in the planning and improvement of all activities.

KLCF will endeavour to resolve any complaint as soon as possible from any of the following:

- A person attending a KLCF meeting or event that resulted in the complaint.
- A person viewing anything produced by, or on behalf of, KLCF.
- A person hiring, or attending an event at, the King's Centre.
- A person caring for someone who has a complaint.

How to complain

Many complaints can be resolved informally. In the first instance the complainant should contact the KLCF office and, if they feel able, ask to speak to the person concerned. Alternatively they should ask to speak to one of the leaders who will endeavour to resolve the matter.

If making contact in person or by phone, the complainant should make a note of the name of the person to whom they spoke. If a solution is offered at this point, they should make a note of this as well.

If they are not satisfied or do not wish for an informal solution, they may pursue a formal complaint. They should write down the complaint and send it to:

The Pastor
King's Lynn Christian Fellowship
The King's Centre
Wellesley Street
King's Lynn
Norfolk
PE30 1QD

The Pastor will arrange for the complaint to be investigated by an Elder or Trustee and the resulting findings will be conveyed to the Trustees and the complainant.

Should there be a complaint against the Pastor, the written complaint should be addressed to the secretary to the Trustees who will pass it on to a Trustee who is not the subject of the complaint. The Trustee will investigate and the findings will be conveyed to the Trustees and the complainant.