

Reality Church London Complaints Policy

We are committed to maintaining a Christ-centred, respectful, and safe environment for everyone who attends our church and this policy provides a clear and fair process for addressing formal concerns or complaints related to our church, staff, elders, volunteers or trustees.

We view complaints as an opportunity to learn & improve for the future, as well as a chance to try to put things right for the person, group or organisation that made the complaint.

It is not intended that the practice in this policy should replace the normal discussion of day-to-day problems and concerns which take place in the church as they arise and so whenever possible and *if it is safe and appropriate to do so*, we encourage you to resolve concerns by first speaking directly with the person involved with the aim to resolve the issue informally as well as seeking mediation or pastoral support as you continue the conversation.

If informal resolution as above is not possible or the concern has not been satisfactorily dealt with, please refer to the below steps.

1. Submitting a formal complaint:

- Please write to Daniel Park, Director of Operations, either via email (daniel@realitychurch.london) or post (Reality Church London, 86-90 Paul Street, London, EC2A 4NE)
- Please include:
 - Your name and contact details
 - Whether or not you currently attend Reality Church London
 - Clear description of the complaint including any relevant facts, dates, names of those involved, supporting evidence
- Anonymous complaints will be reviewed but may limit the ability to investigate or respond fully.
- If you are unhappy for Daniel Park to see the details of your complaint, please write to hannah@realitychurch.london (Trustee and Deputy Safeguarding Lead) instead including the above details.

2. Responding to a complaint

- We aim to acknowledge receipt of your complaint within 14 days and we may ask you for more information.
- The Director of Operations will then forward the complaint to the Elders who will investigate. If the complaint is about an Elder, this will be escalated to the Trustees.
- A thorough investigation will be carried out in line with our data protection and safeguarding responsibilities and you will usually be invited to a meeting to discuss your complaint which excludes the person who is the subject of the complaint unless consent has been obtained from all parties.
- We will endeavour to keep you updated on the progress of the investigation and aim to resolve/send the outcome of our investigation as soon as possible.
- All parties will be treated with respect and information handled sensitively. Confidentiality will be maintained as far as possible and only those involved in handling your complaint will be made aware of it.

3. Appeal

- If you are unhappy with the outcome, an appeal may be submitted in writing to the Director of Operations (email above) within 14 days of the decision being sent to you.
- We aim to acknowledge receipt of your complaint within 14 days, and we may ask you for more information.
- The appeal will be reviewed impartially by a different individual or panel not involved in the original decision and once the outcome is confirmed in writing, there will be no further right to review.

4. Safeguarding and Legal Issues

- Any complaints involving safeguarding concerns, abuse, or criminal behaviour will be reported to the appropriate statutory authorities in accordance with our Safeguarding Policy and legal obligations.
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