

Faith Movement CIO

Complaints Policy

The Faith Movement Charitable Incorporated Organisation (hereinafter referred to as “The Faith Movement”) is a Charity registered in England, number 1188137.

1. Introduction

The Faith Movement aims to provide its members, volunteers and event participants with the best possible service. We positively welcome suggestions as to how we can improve our service.

2. Complaints Procedure

Should a problem arise at a Faith Movement event, it should in the first instance be brought to the attention of the Event Organiser. Often this will suffice to resolve the problem. However, we recognise that from time to time there may be occasions when participants at Faith events, or users of Faith services, feel that the quality or level of service provided fall short of what they could reasonably expect. We want to know about these occasions so that we can make good the problem and avoid its repetition. If you have a complaint, we would like you to tell us about it.

This is what you should do:

1. If you are participating at a Faith event and have a complaint to make, it should be made to the Event Organiser who will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied after raising it with the Event Organiser, you should make a formal complaint.
3. A formal complaint should be made in writing, marked “Private and Confidential”, and sent to the Chair of the Board of Trustees who will acknowledge it in writing (normally within 14 days of receipt). You should keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, the Faith Movement can arrange this for you.

4. The Chair of the Board of Trustees will appoint one of the Trustees to investigate the complaint.
5. The designated Trustee will communicate the results of the investigation to you within a reasonable time; normally within 21 days of his/her appointment.
6. If dissatisfied with the results of the inquiry you have the right to put your case in writing or personally to a panel comprising at least three members of the Board of Trustees. If attending personally, you have the right to be accompanied by a friend or advocate. (The panel also has the right to have an advisor present.)
7. Following the meeting with the panel, their final decision will be communicated to you within 21 days.
8. The decision of the panel will be final.
9. Where appropriate, the Faith Movement will make a written apology to the complainant, and agree on any further action necessary to make good the cause of the complaint.
10. All formal complaints and the response made to them will be recorded and filed in a secure place and kept in accordance with the Faith Movement Data Protection Policy.
11. The Board of Trustee shall be informed by the Chair of Trustees of any formal complaints and of their outcome at the next meeting of the Trustees. Consideration will be given to the implications these have for the planning and management of future services annually, as part of the Faith Movement's self-evaluation.
12. This Complaints Policy will be published on the Faith Movement's website (www.faith.org.uk).

Adopted 19th May 2021.....
Review May 2023.....
Next Review