

# ST JOHN'S CHURCH COMPLAINTS FORM

## PERSONAL INFORMATION

First Name :

Full Address :

E-Mail :

Phone Number :

Is anyone else involved in making this complaint or are you raising the complaint on behalf of someone else, please give details:

## ABOUT THE COMPLAINT

Date:

Person(s) Involved:

**Complaint about:** Please clearly describe the nature of your complaint.

Supporting information:

- State the matter or name of the person who is the subject of the complaint,
- Say 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.

Space provided overleaf...

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**1. Have you tried to resolve this matter informally?**

Yes  No

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

[Large empty light blue rectangular area for text input]

[Empty light blue box for text entry]

**2. If you tried to resolve this conflict 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*

[Empty light blue box for text entry]

### 3. Action sought:

*What actions are you wanting the church to take and what outcomes are you seeking? Whilst the charity trustees cannot promise to do what you ask, it would be helpful to understand what resolution you are seeking.*

The church will treat your data carefully and in accordance with the church's privacy policy.

The church cannot guarantee to keep the fact and details of your complaint confidential if it is necessary and proportionate to share that information in order to review and resolve your complaint. Please pass this form to the Complaints Review Body.

Signed :

Date :