



## Complaints Procedure for Bethel Church, Coventry

At Bethel Church, Coventry, we are committed to maintaining a community of love, respect, and integrity, where all individuals are treated with dignity. We recognize that, from time to time, complaints may arise, and we aim to address them in a fair and effective way. This procedure outlines the steps to take when making a complaint or concern.

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### 1. Informal Resolution

If you have a concern or complaint, we encourage you to try and resolve it informally, by speaking directly with the person involved. This may include:

- Speaking to the person you have a concern with, if appropriate.
- Discussing the issue with a trusted church leader or a member of the leadership team (e.g., Pastor, Elder).

We believe many concerns can be resolved through open and honest communication at this stage, and we encourage both parties to approach the matter with a spirit of reconciliation and understanding.

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### 2. Formal Complaint Submission

If your concern or complaint cannot be resolved informally, or if you feel uncomfortable addressing it directly with the person involved, you may submit a formal complaint. Please follow these steps:

#### a. Submitting the Complaint

- **Write:** Submit your complaint in writing. This can be done via email to [complaints@bethelcoventry.org.uk](mailto:complaints@bethelcoventry.org.uk) or by letter addressed and marked 'Confidential' to 'Complaints' c/o Bethel Safeguarding Team, Bethel Church, Spon End Coventry, CV1 3HB.
- **Detail the Complaint:** Provide clear details of the complaint, including the nature of the issue, dates, times, any individuals involved, and any previous steps taken to resolve the matter.
- **Include Desired Outcome:** State what you hope to achieve as a result of your complaint (e.g., an apology, change in policy, resolution of a specific issue).

Bethel Church, Spon End, Coventry. CV1 3HB    [www.bethelcoventry.org.uk](http://www.bethelcoventry.org.uk)    [www.wlacademy.org.uk](http://www.wlacademy.org.uk)    024 7625 6874

*Pastor:* Joshua Kindness

*Elders:* Ian Grindell, Chris Page, Gordon Sprouse

*Core Leaders:* Liz Gray, Jane Rubacki, Derek Seedhouse, Karen Sprouse

*Trustees:* Ian Grindell, Chris Page, Joshua Kindness, Liz Gray, Jane Rubacki, Derek Seedhouse, Gordon Sprouse, Karen Sprouse

## b. Acknowledgment of Complaint

- You will receive an acknowledgment of your complaint as soon as practically possible but usually within 3–5 working days of submission, confirming receipt of the complaint and outlining the next steps in the process.
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## 3. Investigation of the Complaint

Once a formal complaint has been received, the Church Leadership Team or a designated representative will begin investigating the matter. This process may involve:

- **Gathering Information:** The Leadership Team may need to interview relevant individuals and review any relevant documentation or records.
- **Confidentiality:** All complaints will be treated with confidentiality. Information will only be shared with those who need to know to resolve the issue.
- **Fairness:** All parties involved will be given a fair opportunity to provide their input and be heard.

The investigation will typically be completed within 10–14 days, depending on the complexity of the issue. In some cases, it may take longer, but you will be kept informed of any delays.

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## 4. Outcome and Resolution

Once the investigation is complete, the Church Leadership Team will consider the findings and determine an appropriate response. The outcome may include:

- **Resolution:** A clear resolution to the issue, which may involve changes in practices, an apology, or any other appropriate action.
- **No Further Action:** If the investigation finds no evidence of wrongdoing or the complaint is not substantiated, we will inform you of this decision.

You will receive a written response to your complaint, outlining the findings and the action taken. If your complaint is upheld, we will also inform you of the steps being taken to address the matter.

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## 5. Appeals Process

If you are not satisfied with the outcome or the way your complaint has been handled, you may appeal the decision. The appeal must be submitted in writing within 7–14 days of receiving the outcome.

- **How to Appeal:** Submit your appeal to [complaints@bethelcoventry.org.uk](mailto:complaints@bethelcoventry.org.uk) clearly outlining the reason(s) for your dissatisfaction.
  - **Review of Appeal:** An appeal will be reviewed by an alternative member of the leadership team or an independent representative, if necessary.
  - **Final Decision:** The decision made following the appeal will be final, and you will be notified of the outcome in writing.
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## 6. External Bodies

In exceptional cases, if the issue remains unresolved after following the complaints procedure, you may contact an external body for guidance, such as the **Evangelical Alliance** or another relevant Christian body. However, we encourage all parties to first follow the internal procedure as thoroughly as possible.

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### Key Principles

- **Confidentiality:** All complaints and the details of the process will be kept confidential to the greatest extent possible.
  - **Fairness:** We will ensure that all complaints are investigated impartially and that all parties are treated with respect.
  - **Timeliness:** We aim to resolve complaints in a timely manner, keeping complainants informed of progress.
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We are committed to improving our community and church practices. If you have any questions or need further clarification, please feel free to contact us at [complaints@bethelcoventry.org.uk](mailto:complaints@bethelcoventry.org.uk)

Thank you for your understanding.

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This procedure ensures that the church addresses concerns appropriately and in line with its Christian values of fairness, love, and reconciliation. Adjustments can be made to suit specific needs and circumstances.

This policy was approved by the Trustees of Bethel Church, Coventry on 12.1.25.