

CONCERNS/COMPLAINTS MECHANISM

Complaint given by: _____

Received by: _____

Date: _____

Complaint received via

Phone

Verbal

Letter

Fax.

e-mail

What is the complaint

Is it deemed appropriate that the complaint is followed through?

Yes

No

If not, why?

Relevant committee(s) to assess and action the complaint.

Property

Secretary

Treasurer

Pastoral care

Elders

Other

Issues the committee will address:

What will be done to address the complaint and when?

Is another organisation more appropriate to deal with the complaint. (eg Local council)?

Yes No.

Has the complaint been referred to them?

Yes No

To which organisation did you refer the complaint?

If a church committee is dealing with the complaint, when will you check the action has been taken? (Try to fit this into a time you already have eg. A regular meeting.)

Is the person who made the complaint satisfied with the outcome?

Yes No.

Is the committee that dealt with the complaint satisfied with the outcome?

Yes No.

If either of the above two questions has a response of “No”, what else could be done to resolve the issue? Does presbytery need to be involved?

Signed _____ **Date:** _____

on behalf of the _____ **Committee**