



COMPLAINTS PROCEDURE

Excel Church aims to provide high quality service provision which meets your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our service provision remains at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with Excel Church.

If you are not happy with Excel Church please tell us.

If you are unhappy about any service provided by Excel Church, please speak to one of the church leaders.

If you are unhappy with an individual in Excel Church you may wish to tell him or her directly. If you feel this is difficult or inappropriate then speak to the Senior Pastor. If your complaint is about the Senior Pastor, please contact one of the church council either directly or by emailing info@excelchurch.org.uk.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint:

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Senior Pastor. If the complaint is about the Senior Pastor please write to one of the church council.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Senior Pastor. If the complaint is about the Senior Pastor please write to one of the church council. The matter will be reported to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with services provided by Excel Church.