

Gateway (York) CIO
Registered Charity Number 1165744
The Gateway Centre
Front Street
YORK
YO24 3BZ



Complaints Procedure

Approved by the trustees of Gateway (York) CIO on: 11th September 2023
This policy is to be reviewed no later than: 11th September 2025

1. Terms used

Gateway Church: Gateway Church is a working name of Gateway (York) CIO, a charitable incorporated organisation, Registered Charity Number 1165744. Gateway, Gateway Church and Gateway (York) CIO should be read as being synonymous with each other. Gateway Church reserves the right to change any aspect of this policy at any time.

2. How to raise a complaint

Gateway Church aims to carry out all organisational activities with excellence and in a way that treats all those we come into contact with fairly. While we aim to do everything as well as we can as an organisation, we acknowledge that sometimes we fall short. If you should be dissatisfied with any aspect of our activities, you can make a complaint by contacting us and letting us know what has happened.

There is no requirement to contact us in a particular way, however the best way to notify us about your complaint is to contact us in writing to:

Email: office@gatewaychurch.co.uk

Post:

Gateway Church,
The Gateway Centre,
Front Street,
Acomb
York
YO24 3BZ

If you choose to write, please give as much detail as possible and clearly include your name, contact details and (if relevant) which aspect of Gateway Church's activities you have attended.

Please note that if your complaint relates to safeguarding, you should refer to our [Safeguarding Policy](#), which outlines the procedure for dealing with any safeguarding issues.

This complaints procedure does not override any statutory rights.

3. How we will deal with your complaint

Our first priority will be to make sure we fully understand your concerns and to consider putting right anything that has gone wrong.

This will include a trustee or staff member:

- investigating the complaint.
- consulting others in the organisation as needed.
- considering whether any action is necessary to correct the mistake.
- communicating our response to you to the level of detail deemed appropriate.

We will aim to make the process as simple and accessible as possible, without requiring you to talk to several people about your complaint or have to repeat yourself. For more complex or serious matters however, it may be necessary for a trustee or staff member to contact you for further information, so that we can properly investigate what has happened.

We ask that anyone raising a complaint fully co-operates with any reasonable requests for information or action required to handle your complaint.

Once your complaint has been considered, a trustee or staff member will endeavour to contact you to explain the outcome and any actions that we will take to attempt to put things right. This may be communicated to you either over the phone or in writing.

If a complaint is about the conduct of an elder, a trustee will investigate the complaint. The Chair of Trustees or another Trustee delegated by the Chair of Trustees will review the complaint.

If a complaint is about the conduct of a trustee, the other trustees and at least one non-trustee elder will investigate the complaint. The Chair of Trustees will review the complaint unless the complaint is against the Chair themselves, in which case the other trustees and elders will ask someone from outside of Gateway who holds a similar leadership position in another church to review the complaint.

If a complaint is submitted anonymously we will consider the information received. However, anonymous complaints can present challenges as we are unable to discuss the situation further and ask any relevant questions. For this reason we encourage complainants to give their details wherever possible, so we can deal with the matter more effectively.

When dealing with a complaint, we may seek impartial input from outside of the organisation.

4. Timescales

We aim to ensure that all complaints are investigated and responded to within 10 working days of being received. This is a guideline only. Straightforward complaints may well be responded to sooner than this (ideally within a few days), whereas more serious complaints may take longer to fully and properly investigate. We will keep you updated on the progress of your complaint if it is likely to take more than 10 working days to consider.

5. Review

In addition to any action that we might take to resolve your particular complaint, a complaints report will be compiled and reviewed at trustee level within the Charity on an annual basis. This will help us to conduct an analysis of any root causes for complaints that we need to address at a strategic level and enable us to continually improve as an organisation.

6. Treating people fairly

Our aims when dealing with anyone raising a complaint are as follows:

- To provide a friendly service, showing respect, sensitivity and courtesy.
- To have knowledgeable staff who are honest, polite, understand your needs and treat you fairly.
- To deal with your requests and enquiries accurately and efficiently.
- To respect your confidentiality.
- To offer an explanation if we can't answer your request/enquiry.
- To deal with any problems efficiently and professionally.
- To apologise if we make a mistake and to do our best to put things right.
- To respond quickly and in a helpful manner.

We want to provide a pleasant and safe environment for our staff and volunteers, and believe that everyone should be treated with dignity and respect. As such any form of verbal, written or physical abuse, or inappropriate behaviour, towards our staff or volunteers is unacceptable.

We are committed to equality when delivering our services, regardless of a person's gender/sex, age, disability, sexual orientation, gender reassignment, marital/civil partnership status, race/ethnicity, religion or belief. We will also take reasonable steps, where possible, to help you access our organisational activities.

7. Confidentiality

As outlined above, we maintain confidentiality throughout the handling of all complaints. We politely ask that those raising a complaint respect the confidentiality of the situation throughout the process whilst the investigation is underway.