

# Thornhill Baptist Church Complaints Form



## Your Details

Name:

Address:

Phone:

Email address:

## Details of your complaint

Date(s):

Person(s):

Complaint about: *Briefly describe the nature of your complaint.*

Supporting information:

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

Have you tried to resolve this matter informally? Yes  No

*Explain briefly why you decided not to try to resolve the matter informally.*

If you tried to resolve this matter 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.*

Action sought:

*Describe what actions you want the church to take. While the charity trustees cannot promise to do what you ask, it would be helpful to understand what you are seeking.*

Date you submitted your complaint to the church:

The church will treat your data carefully and in accordance with the church's data protection policy [thornhillbc.org.uk/about/policies](http://thornhillbc.org.uk/about/policies). The church cannot guarantee to keep the fact and details of your complaint confidential if it is necessary and proportionate to share your data in order to review and resolve your complaint.

Your completed complaint form can be handed to any Minister or Trustee of the church, emailed to [complaints@thornhillbc.org.uk](mailto:complaints@thornhillbc.org.uk) or posted to The Church Secretary at the usual church office address. Please mark envelopes "Complaints procedure" to ensure speedy handling.