Complaints Policy

If you need to make a complaint

We hope you'll never need to send us a complaint, because we try hard to meet the high standards we set for ourselves. However, sometimes things go wrong, and you may want to make a complaint. In the first instance we encourage anyone with a complaint to try and resolve the matter with the person they have been dealing with. If you are unable to do so or the complaint is of a more serious nature then we have a formal complaints process which is set out below. Regardless of whether a complaint is submitted formally or informally we will do our best to resolve the issue in a timely fashion (where that is possible) and to communicate well with you.

You can make a complaint by completing our complaint submission form at:

thewellswindon.org/complaints

Or write to: Complaints c/o The Church Leader, The Well Church, North Swindon, Abbey Meads Village Centre, Elstree Way, Swindon SN25 4YX. Please remember to include your contact details and let us know how and when you would like to be contacted with a response.

If you send us a complaint, we will acknowledge the complaint, so you know we've received it. We will look into the circumstances of your complaint and if it is appropriate to do so we will let you know what we have found and what action we have taken to remedy the issue. Please bear in mind that for sensitivity and/or legal and compliance reasons we may not always be able to tell you what our findings are or what action we have taken in response to a complaint. We will however always look into complaints that are made and are committed to taking the appropriate action in the circumstances.

What if you're not happy with our response to your complaint?

We take complaints seriously, and we respond to them as thoroughly as possible. If you remain concerned that your complaint has not been dealt with satisfactorily, you can ask for it to be escalated to the Chair of Trustees.

The Well Church, North Swindon is a UK-registered charity and a church within the Church of England. In the event of a serious complaint we or you may escalate the complaint to the Bishop of Bristol or the Diocese of Bristol. You may also escalate your complaint to the Charity Commission. Information about the kind of complaints the Charity Regulator can involve itself in can be found on their website.

Notes:

Details of the Diocese of Bristol complaints policy can be found at https://www.bristol.anglican.org/churchlife/resourcesforparishes/complaints-policy-and-initial-guidance/