



## Complaints Policy and Procedure

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Published by Sheena Beckwith  
Treasurer of Seagate Trustees

*Signed* *S. Beckwith*

*Date 30.06.2025*

Approved by Mark Inglis  
on behalf of Seagate Elders

*Signed*

A handwritten signature in black ink, appearing to be "M. Inglis".

*Date 30.06.2025*

Approved by Dave Tudor  
on behalf of Seagate Trustees

*Signed*

A handwritten signature in black ink, appearing to be "Dave Tudor".

*Date 30.06.2025*

## Policy

For this policy Seagate Evangelical Church, incorporated under deed of trust includes Seagate Church, Café 141 and the Meadowgreen Centre.

### Policy Aim:

Seagate Evangelical Church is committed to continually improve the quality of our service provision. It aims to take effective action to ensure standards are upheld and welcomes being informed where they have not been satisfactory.

### Policy Principles:

One of the most important ways for us to achieve this is by listening to your concerns.

If you make a complaint, you can be sure that:

- All complaints / concerns are taken seriously and handled thoroughly
- All complaints are dealt with on an individual basis
- The appropriate manager will decide how your complaint will be investigated depending on what the complaint is about
- If we think there will be a delay, we will let you know and give you the reasons for the delay

### How to make a Complaint

If you, your family or advocate wish to make a complaint or raise a concern, you can:

- Speak to a member of staff
- Write to the Seagate Evangelical Church Trustees at address below.
- Email us [admin@seagatechurch.org.uk](mailto:admin@seagatechurch.org.uk)

**You and / or your family / advocates have the right to make a complaint to any of these organisations at any time:**

<b>Seagate Evangelical Church:</b>	33-35 West Portland Street, Troon, KA10 6AB
<b>Café 141:</b>	141a Deveron Road, Troon, KA10 7JH
<b>Meadowgreen Centre:</b>	141 Deveron Road, Troon, KA10 7JH.

### Front Line Resolution

The initial approach may be on an informal basis, the staff member/Trustee/ Elder will listen carefully and discuss the situation with the complainant. This may result in an agreement being reached and the matter handled satisfactorily / resolved or, it may be that the matter has to be moved onto the formal complaint process. The staff member/Trustee/ Elder will agree the course of action with the complainant and implement it.

### Formal Resolution

- Whether you write, email, telephone or visit us with your formal complaint, **we will acknowledge it in writing within five working days of receiving it.**
- The person dealing with your complaint will ask you some questions. This is important so that we can try to resolve your complaint to your satisfaction.
- If you don't want to give us your name and contact details, we will try and investigate your complaint, but we cannot guarantee to resolve your concerns to your satisfaction.

- If you give us your details and ask us not to pass them on to anyone else, we will do all we can to respect this request. However, there may be special circumstances in which we might not be able to, for example if a criminal offence has been committed.
- There is no time limit on making a complaint but if a long time has passed, it may be difficult to investigate your concerns.

## **How the formal complaint process works**

- 1. Acknowledgment Letter – to let you know we have received and recorded your complaint. (Within five working days)**
- 2. Proposed Investigation – to tell you what we will do.** The Trustee/Elder who is investigating your complaint will write or telephone you to tell you how the complaint is being investigated and how long we think it will take. Some complaints will be resolved within 14 working days. We aim to resolve more complex complaints within 28 days of receipt. We may need to meet with you to make sure we understand completely the nature of your complaint. A written record will be made of the conversation, you will be asked to sign to say it is an accurate record. We will give you a copy of your statement.
- 3. Proposed Resolution – to tell you what we have found out and what we are going to do about it.** After we have completed our investigation, the Trustee/Elder will write or telephone you to let you know the following:
  - Details of your complaint
  - How we investigated your complaint
  - Our conclusion and what we expect to happen

Our conclusion will say whether your complaint has been upheld, (whether we found that there were grounds for your complaint), partially upheld or not upheld. We will ask you if you accept our conclusion. If you do accept it the Trustee/Elder will contact you with the final decision. If you do not accept our conclusion, we will ask you to tell us by telephone or by writing. We will do our best to address your concerns.
- 4. Final Decision** – to let you, and the subject of your complaint, know our final conclusion. At the end of this process, the Trustee/Elder will contact you, stating the nature of your complaint, our findings, our conclusion and the action we expect to happen.
- 5. Request for a Review of the Investigation** – what to do if you are not satisfied. If you feel your complaint was not investigated thoroughly, you can ask for a review of the investigation. To request a review you need to write to the Chairperson of Trustees at the Seagate Evangelical Church address above, after examining the evidence from the investigation a decision will be made about the complaint.