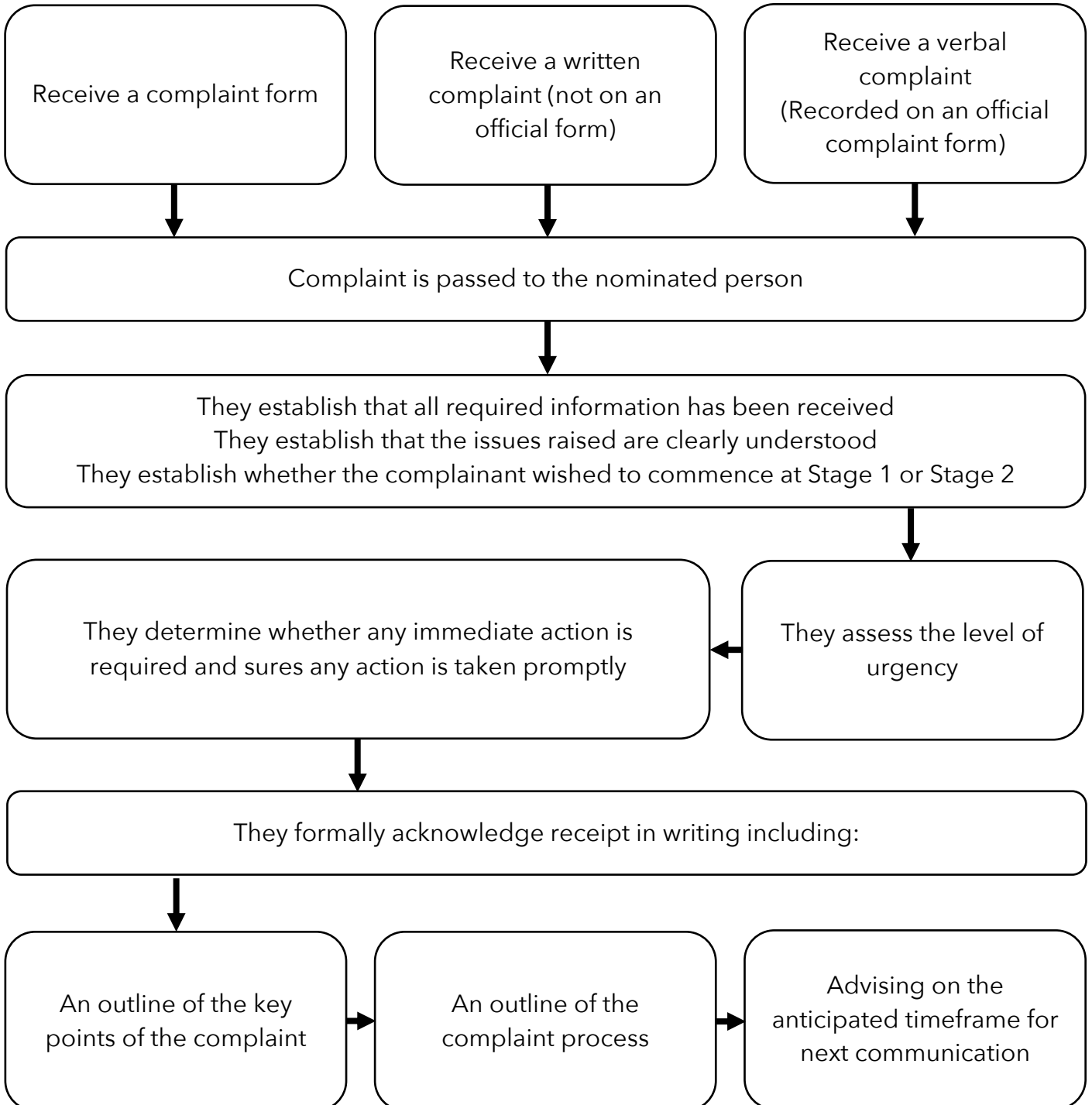


How we handle complaints

This document outlines our complaints-handling process at St Andrew the Great, and includes the form by which complaints may be submitted (see final page of this document).

Step 1 – Upon receiving a complaint

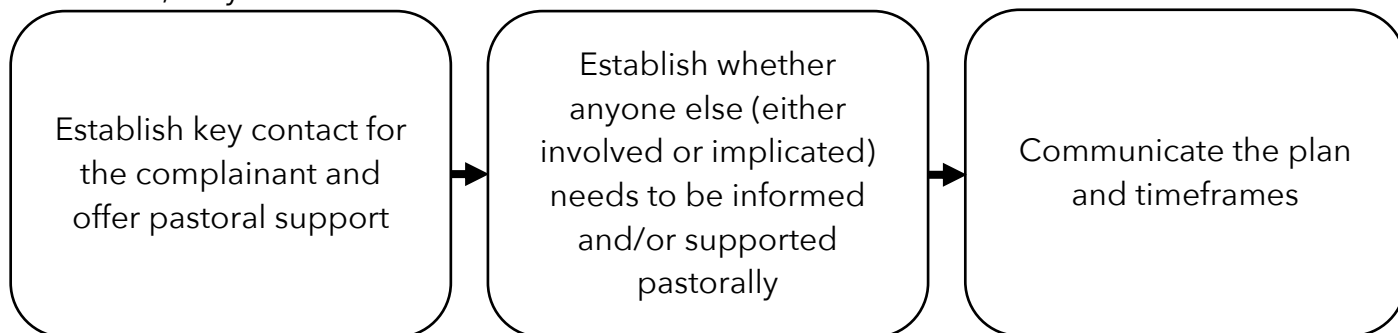


Step 2 – Considering the complaint

Each complaint is referred to a decision-making group who will:

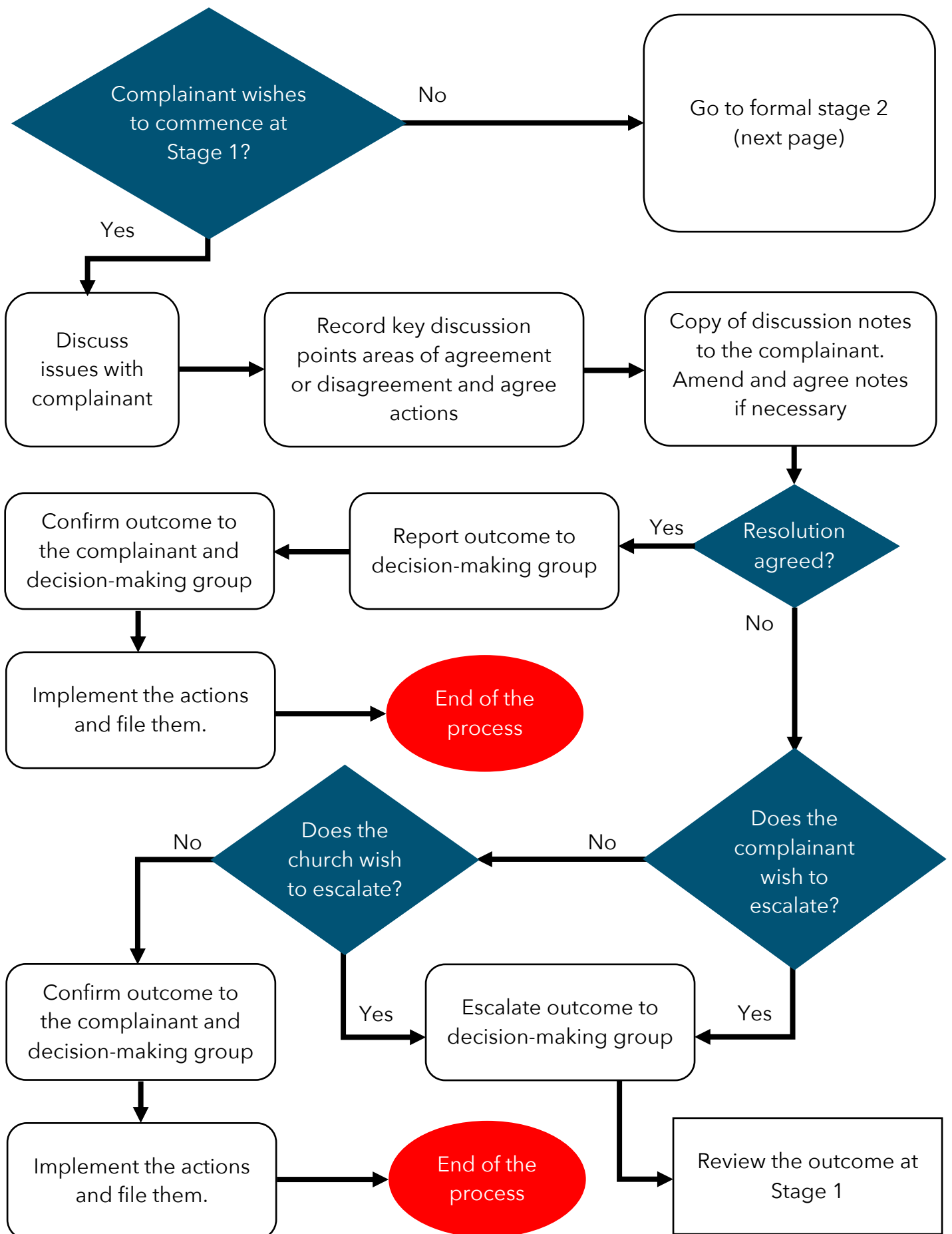
- Establish what action needs to be taken
- Agree who will handle the complaint
- Agree the scope of the work and provide and outline plan (key milestones and timeframes)

Thereafter, they will:

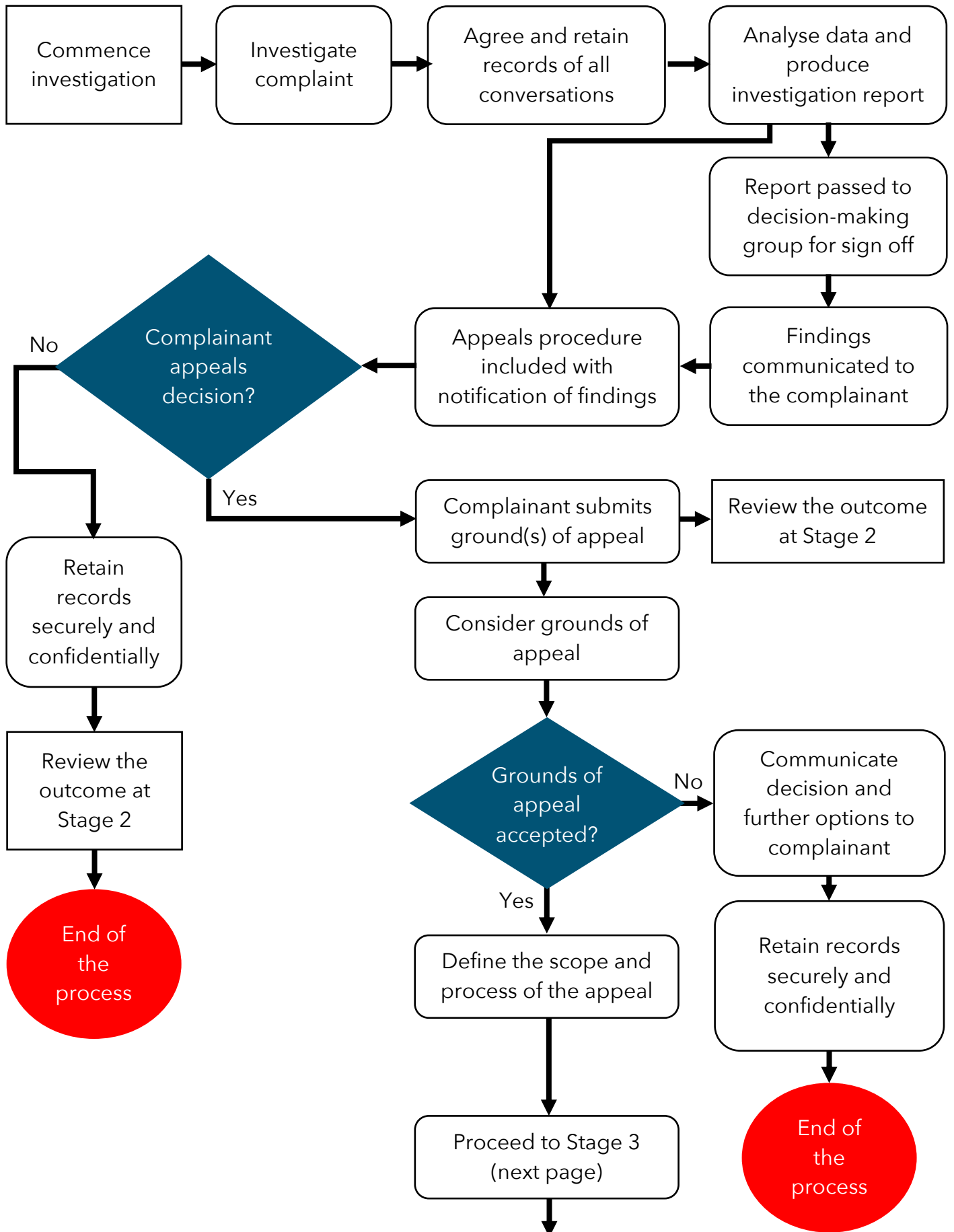


Depending on the wishes of the complainant, the process progresses to either Stage 1 (the informal resolution stage) or Stage 2 (the formal stage), which are outlined, along with the appeals stage, on subsequent pages.

Stage 1 – Informal resolution stage

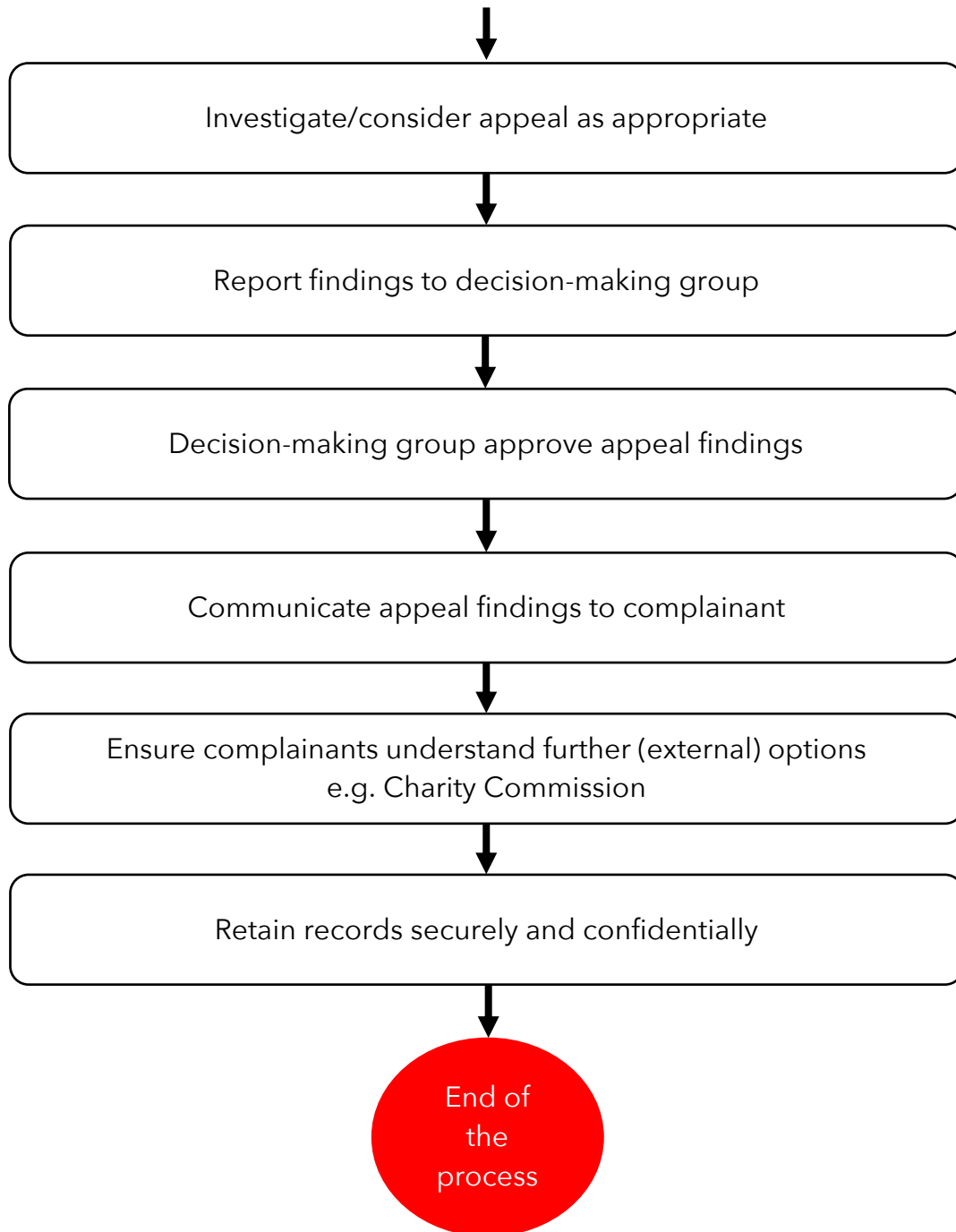


Stage 2 – Formal resolution stage



Stage 3 – Appeal stage

(From stage 2 on previous page)



Complaints form

Complainant details

Name:	Home address:
Phone:	E-mail:

Details of the concern or complaint

Details of the complaint:

Have you raised this matter with anyone from the church before completing this form?
If yes, please provide details of who.

Handling of this complaint

Please tick the box that applies:

I would like this complaint to commence at stage 1 of the complaints process (informal resolution - see page 3)

I would like this complaint to be considered at stage 2 of the complaints process (formal investigation - see page 4)

Date completed

Office use

Complaints log reference: