

Complaints Policy

1. Statement

At the American International Church, our Council and staff team (employees, volunteers and contractors) strive to ensure that all our ministry is to a high standard. We are responsive to comments, commit to taking complaints seriously and to respond in a timely manner.

This policy applies to complaints from AIC guests, members, volunteers, contractors, suppliers, neighbours, partners and other stakeholders. Employees will use line management processes, and, if necessary, the employee Grievance Process for complaints.

2. Comments

Suggestions and constructive criticisms, which are not complaints, are welcomed as they can provide useful feedback to help improve programs and ministries at the American International Church. Comments can be provided verbally or in writing.

As appropriate, comments may be noted and discussed in meetings with the AIC staff team (employees, volunteers and contractors) and/or the Council. We may take action to amend our practices as a result and we may report back any action taken to the person who made the suggestion.

3. Complaints

People may occasionally have reason to complain about their experience at AIC. It is important that people know how to complain and that we take complaints seriously.

We will make information about how to make a comment or complaint accessible through publishing a Comments and Complaints notice on our website, and by displaying a copy of the notice information boards in the building. The complaints process will be clearly set out and will involve stages of escalation. Appendix 1 contains the wording to be published or displayed.

4. Monitoring and reviewing the policy

The Council will conduct an annual review of this policy. The evaluation will encompass an examination of any alterations in legislation, an assessment of the policy's practical effectiveness and a discussion on whether any changes should be implemented.

The Senior Minister will monitor complaints received and will report to the Council as appropriate, including the status of any formal complaints received. Any complaints about the Senior Minister will be escalated to a Trustee immediately.



Appendix 1 –Comments and Complaints Notice

This notice relates to comments and complaints from American International Church members, guests, volunteers, contractors, suppliers, neighbours and partners.

Your Comments

At the American International Church, our Council and staff team strive to ensure that the service provided is of a high standard. We welcome your comments about your experiences at the American International Church, because we know that feedback can help us to improve our work.

Comments can be made verbally to an AIC employee, or in writing via post, hand-delivery to reception or email sent to info@amchurch.co.uk.

If you have a complaint about your experience at the American International Church, we have a process that should be followed:

Stage 1- (informal)

In the first instance, please speak to an AIC staff member, or hand them a note or letter, providing as much detail as possible about the issue. We are committed to looking into your complaint and will acknowledge Stage 1 complaints within 10 working days.

Stage 2 (Formally registering a complaint)

If you are not satisfied with the response you received at Stage 1, or if you wish your complaint to be formally investigated, please provide the details of your complaint by emailing info@amchurch.co.uk - for the attention of the Senior Minister. If preferred, you can hand a note or letter, addressed to the Senior Minister, to an AIC employee and they will pass it on.

Your formal complaint will be acknowledged within 10 working days.

The Senior Minister will investigate your complaint and you will be contacted with the response within a further 20 working days. Any complaints about the Senior Minister will be escalated to a Trustee.

Stage 3 (Appeal)

If you are not satisfied with the response you received at Stage 2, please send a letter explaining why to the Council of the American International Church, 79A Tottenham Court Road London, England W1T4TD.

The Chair of the Board of Trustees will review the investigation and respond to you within 30 working days of receiving your letter. If the original complaint was handled by a Trustee, a different Trustee or working group of Trustees will handle the appeal. This will be the final decision.

The Charity Commission is the regulator of all charities in England and Wales.