



Complaints Policy

This policy sets out a procedure whereby anyone may raise a complaint against Contagious Bible Ministries, one of its volunteers, venue staff, other delegates, its activities, its content, or members of staff. It outlines the process that will be followed to achieve a resolution of the problem.

Your Complaint

Most complaints can be resolved simply by discussion with the relevant person. Where this is impossible for any reason, a formal complaint should be raised.

A complaint may be received by email or in writing.

Stage 1 Raise Complaint with Conference Leader

In the first instance, issues and concerns should be raised directly with your Contagious Conference Teaching Leader. If you think that your Teaching Leader has not resolved the issue or problem satisfactorily, or if your complaint relates to your Conference Leader, you can set out your complaint in writing to the Director of Contagious or the Safeguarding Trustee who will handle the complaint.

Stage 2 Raise Complaint with CBM Management

The best way to do this is by sending an email to our designated complaints email admin@contagious.org.uk

Once received, your complaint will be recorded and the Trustees will be informed.

Acknowledgement

We aim to resolve complaints as soon as possible, and will aim to acknowledge your complaint within 14 working days of receipt. Our acknowledgement will explain the next steps and the likely timescale for sending you our written response to your complaint. We will always aim to respond to your complaint within 8 weeks of receipt of your complaint.

Understanding

We want to fully understand your complaint. Therefore, it may be necessary or appropriate to take any of the following steps:

- 1) ask you to provide further details of your complaint in writing;
- 2) for us to write to you to clarify our understanding of your complaint and understand the outcome you may be seeking; or

- 3) for us to have a discussion with you to hear the details of your complaint; or
- 4) for us to seek information as appropriate from any staff members or volunteers involved in the complaint

If your complaint relates to a safeguarding matter, the procedure for handling the issue will follow our Safeguarding Policy.

Investigation

The investigation into your complaint will be undertaken by the Director of Contagious with the oversight of one of our Trustees. In the case of any possible compromise of independence we will arrange for an independent investigation to be carried out on our behalf. The investigator will be a trusted mature Christian Leader who is independent of the Contagious organisation. Your complaint will be reviewed carefully and the findings will be shared with the Trustees.

Response

We will respond to you with the outcome of the investigation in writing, usually by email. We will set out our response following the investigation and how we reached it.

Remedies

We will discuss with you any remedies that may be appropriate in the light of the investigation.

Our aim is always to seek a resolution with which all parties are satisfied, and we will work to the best of our abilities towards this end.

We do recognise however that there may rarely be occasion where this is not possible.

If you are not satisfied with our handling of your complaint using our internal complaints handling procedure, you may be eligible to escalate it to the Charity Commission.

The Charity Commission

The Charity Commission regulates registered charities in England and Wales.

You may refer a complaint to the Charity Commission where there is a serious risk of harm to the charity, or the people it was set up to help.

More information is available on the [Charity Commission website](#).