

Airedale Church Trust (All Nations Church)

Complaints procedure



Charity number:1070375

Church address: North Street, Keighley, BD21 3AF

Church contact: Daniel Mosby

Email: moz@myallnations.co.uk

Phone: 01535 606225

This policy first adopted / last reviewed: July 2026

This policy should be reviewed at least every 2 years. The next review is due on: July 2028

This policy applies to all Trustees and Staff at All Nations Church.

Important this policy is not for safeguarding complaints that should be dealt with inline with the safeguarding policy.

Making a complaint to the Trustees

Complaints should be made in writing or by email to the Pastor whose name and contact details are set out below. The Pastor will ensure that your complaint is:

- treated seriously
- handled fairly without bias or discrimination
- treated confidentially.

You should complain within 3 months of the event that you are complaining about. You need to set out:

- your full name and address
- what you think went wrong and how it has affected you including enough details to show why you are aggrieved
- what (if anything) you think the Trustees should do to put it right

If someone else complains on your behalf, the Trustees will need written confirmation from you saying that you agree for that person to act for you.

The Pastor should immediately record receipt of a complaint in a log on Church Base.

How your complaint will be dealt with

The Pastor will write to you or send you an email to confirm receipt of your complaint within 10 days of its receipt and arrange for it to be considered by the trustees. If your complaint refers to particular individuals who are trustees it will meet without them being present.

The trustees will look fairly into your complaint including seeking the views on the matter from any individuals, whether trustees or otherwise, to which your complaint refers. Trustees may appoint one or more persons to look into the matter on its behalf but it will be the trustees that makes any decisions. The trustees and any such appointed persons will treat the matter confidentially.

The Complaints Committee may invite you to present your complaint to them. If so, you may attend with a friend / representative if you wish. The meeting should be held as informally as possible. The Chair will explain the purpose of the meeting, introduce the members and emphasise confidentiality. The meeting will be minuted by the Committee.

The pastor will write to you with the conclusions from the trustees review and reasons for that outcome. The Pastor will aim to respond to you in this way as soon as possible, and no longer than 6 weeks the after receipt of your complaint.

This will be the trustees final response to your complaint.

If you remain dissatisfied, you may wish to consider contacting the Charity Commission. The Charity Commission can be contacted either via their website <https://www.gov.uk/complain->

[about-charity](#) or by writing to them at Charity Commission First Contact, PO Box 1227, Liverpool L69 3UG.

Pastor: Daniel Mosby
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