



Destiny Ministries - Complaints Procedure

How to make a complaint

The purpose of this policy

This policy sets out the procedure whereby anyone may submit a complaint to Destiny Ministries relating to one of its services, activities, staff, or volunteers. It outlines the process that will be followed as we endeavour to find a peaceable resolution.

Destiny Ministries views complaints as an opportunity to learn and improve for the future.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To make sure everyone who works for Destiny Ministries knows what to do if a complaint is received.
- To make sure complaints are investigated fairly and in a polite and timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired and reconciliation explored.
- To gather information which helps us to improve what we do.

What kind of complaints are not covered by this procedure?

- Safeguarding concerns relating to child or adult protection.

Any safeguarding concern should be reported to the safeguarding officer using the safeguarding incident form:

(<https://destiny.churchsuite.com/forms/eih3gjpv>)

- An employment grievance.

The Ministry has a staff grievance procedure which is set out in the employee's handbook. Employment-related grievances should be dealt with in accordance with that grievance procedure.

- A criminal activity.

Any criminal activity should be reported to the relevant authorities.

Please note

Complaints that are deemed to be trivial, mischievous, vexatious, or a repeat of a previously concluded investigation, will not be considered.

This procedure cannot normally be used for complaints relating to events that occurred more than 6 months ago.

Your complaint

Wherever possible we would prefer to follow Scriptural principles of reconciling differences. (Matthew 5:23; Mathew 18:15-16; Proverbs 19:11)

We encourage all communication to be conducted in a spirit in keeping with Biblical principles (Ephesians 4:15; Ephesians 4:2-3)

Most complaints can usually be resolved by speaking directly to the person in question or by raising it with your local leadership.

However, where all reasonable attempts to resolve an issue have failed, this complaints procedure is available for such cases.

Raising a complaint

If having shared your complaint with the person in question and sought reconciliation, and if appropriate, having then raised it with your local leadership, and it has not been resolved satisfactorily, you can submit your complaint and why you feel it has not been resolved to our Complaints Service. When submitting your complaint please include as much appropriate evidence as possible. E.g. documentation that supports your version of events and the nature of your complaint.:

All documents should be sent to:

complaints@destiny-church.com

or by writing to:

fao. Complaints Service
Destiny Church
1120 Pollokshaws Road
Shawlands
Glasgow
G41 3QP

Acknowledgement

The Complaints Service will endeavour to acknowledge receipt of your complaint within 10 working days.

All correspondence must be received through the official channel of the Complaints Service. We will not respond to any correspondence other than that received through the official channel of the Complaints Service.

Next Steps

Understanding your complaint

In order to fully understand the nature of your complaint, it may be necessary for us to ask for further information from you, which will be required in writing. If we need to discuss your complaint with you, or relevant others, appropriate arrangements will be made.

Investigating your complaint

Depending on the nature of your complaint, it will be investigated by whoever the Complaints Service deem the appropriate body to be which may include:

- Appropriate Pastors and leaders of Destiny Church
- Trustees of Destiny Ministries
- External advisors

We aim to deal with any complaint within a commensurate timeframe and you will be informed of the outcome of any investigation in writing by our Complaints Service. We will endeavour to keep in touch with you throughout the process.

What if I am unhappy with the outcome?

An appeal may be considered if compelling new evidence, which was not available at the time of the original complaint, is presented.

In these circumstances, please submit your grounds for appeal, together with appropriate evidence in writing to the Complaints Service.

Please note that any appeal must be received within 1 month of the date of the original complaint decision or otherwise the matter is considered closed.

Your appeal will be considered by whom the Complaints Service deem the appropriate body to be within a commensurate timeframe.

You will be informed of the outcome of any appeal in writing by our Complaints Service.

At this point the decision reached is final, the matter considered to be closed and with no further right to appeal.