

# Christian Prison Resourcing

## Complaints handling policy

### 1. General policy

- 1.1 The **trustees** of **Christian Prison Resourcing** take complaints seriously and commit to deal with all complaints in a confidential, timely and appropriate manner.
- 1.2 Our policy is:
  - To provide a fair complaints policy which is clear and easy to use;
  - To make sure that **trustees**, volunteers and staff are aware of this policy and know how to handle complaints;
  - To ensure in all cases that complaints are handled using Biblical principles and that wherever possible, disputes and disagreements are amicably resolved and that relationships are restored;
  - To gather information which helps us improve what we do in the future.
- 1.3 All complaints and any associated information provided will be handled sensitively, and in accordance with relevant data protection requirements. However, the **trustees** reserve the right to involve external parties (including the police and other authorities) and to take legal advice where this is considered necessary.
- 1.4 The overall responsibility for this policy and its implementation rests with the **trustees** of **Christian Prison Resourcing**.

### 2. Receiving complaints

- 2.1 Complaints may be addressed to any **trustee** or our Administrator either orally or in writing or posted to the **Christian Prison Resourcing** address, CHRISTIAN PRISON RESOURCING, PO Box 61685, London, SE9 9BL.
- 2.2 Where complaints are received by other contacts in **Christian Prison Resourcing**, complainants will be directed towards a trustee in the first instance.
- 2.3 At the time of receiving the complaint or within any initial response, complainants will be informed of the existence of this policy and provided with a copy if requested.
- 2.4 **Christian Prison Resourcing** operates a safeguarding policy. Where complaints refer to people or activities covered by that policy, such complaints will be handled in accordance with both policies. In instances where the policies conflict, those contained in the safeguarding policy will carry precedence.
- 2.5 In certain cases and for the avoidance of doubt, the **trustees** may request oral complaints to be repeated in writing and reserve the right to share complaints with other **trustees** or members of the leadership team as they see appropriate.
- 2.6 Oral complainants must be informed that certain aspects of oral complaints will be recorded (either at the time or later) including but not limited to:
  - The name and contact details of the complainant;
  - The date and time that the complaint was received;
  - The substance of the complaint;
  - Any formal relationship that the complainant has with **Christian Prison Resourcing**.

- 2.7 Oral complainants must be informed that although complaints will be handled confidentially, the **trustees** may share these with other **trustees** or members of the leadership team in accordance with this policy.
- 2.8 Where the complaint relates to a specific person, the **trustees** may choose to inform that person of the nature of the complaint and to receive a formal response from them. The name and any other sensitive information provided by the complainant will only be shared with the subject of the complaint at the discretion of the trustees.

### 3. Resolving complaints

- 3.1 Complaints will be acknowledged by the **trustees** or member of the leadership team within **two weeks** of being received and will include details of who is dealing with the complaint and when the complainant can expect to have a response. Any first response should include a copy of this policy if not already provided.
- 3.2 The **trustees** will use best endeavours to provide a definitive response within **two months** of receiving the complaint. If, because of ongoing investigations or for other reasons this is not possible, a progress update will be provided to the complainant within **two months** of receiving the complaint.
- 3.3 A definitive response will include:
- Actions taken to investigate the complaint;
  - Conclusions drawn from the investigation;
  - Actions taken as a result of the investigation.
- 3.4 This policy does not cover complaints that arise between members of staff and volunteers that would normally be covered by a staff policy. In such cases, both parties are expected to make all reasonable attempts to resolve any differences initially face to face, failing that with the trustees, and if necessary with elders from their respective churches. This approach is set out in our employment contracts but is also expected to apply to volunteers.

### 4. Appeals and escalation

- 4.1 Where the complainant is not satisfied with the response, they should inform the **trustees** of this dissatisfaction in writing within 3 months of receiving the response.
- 4.2 Due to the size of **Christian Prison Resourcing** it is likely that the same group of **trustees** that dealt with the original complaint will be responsible for reviewing the appeal. Wherever possible a different **trustee** will take the lead in investigating the appeal.
- 4.3 As long as this notice of dissatisfaction is received within the timeframe set out in 4.1, the **trustees** will acknowledge this correspondence within **two weeks** and will use best endeavours to provide a definitive response within **two months**. Notices of dissatisfaction that are received outside of that timeframe will be considered at the discretion of the **trustees**.
- 4.4 This appeal decision will be considered final.

At any time, the complainant can complain directly to the Charity Commission or any other appropriate regulating authority. The information about the types of complaints that the Commission can become involved with are set out on [their website](#).

### 5. Adoption of this policy

- 5.1 The **trustees** of **Christian Prison Resourcing** formally accepted this policy at the **trustees** meeting held on **4 December 2023**.