

Bethel Baptist Church, Pontyclun - Complaints Form

Your details

Name

Address

Phone

Email address

Details of your complaint

Date(s) :

Person(s) :

Complaint about : Briefly describe the nature of your complaint

Supporting information:

State the matter or name of the person who is the subject of the complaint, what happened, when and where. Provide the contact details or statement of any witnesses. Include any additional information that you think would be helpful.

If complaining about a decision, explain what the decision was about, when it was taken and who made it. Explain what impact this decision has had, or you may fear will have, and upon whom. Provide any additional information that you believe would be helpful.

Have you tried to resolve this matter informally? Yes No

Explain why you decided not to try to resolve the matter informally:

If you tried to resolve the matter informally, what happened? :

State who dealt with, when and where, what information you provided to them and what you felt was unsatisfactory about the outcome:

Action sought:

Describe what actions you want the church to take. While the charity trustees cannot promise to do what you as, it would be helpful to understand what you are seeking.

The Church will treat your data carefully and in accordance with the church's Data Protection Policy. The church cannot guarantee to keep the facts and details of your complaint confidential if it is necessary to and proportionate to share your data in order to review and resolve your complaint.

Date you submitted your complaint to the Church: