



Complaints Policy for Christ Church Abingdon

At Christ Church Abingdon, we are committed to creating an environment where all individuals feel valued, respected, and heard. We recognize that concerns may arise and welcome feedback as an opportunity for growth and improvement. Guided by Christian principles of love, justice, and reconciliation, we seek to address complaints with grace, integrity, and confidentiality.

1. Principles

- Every concern will be treated with respect and fairness.
- Confidentiality is paramount; complaints will be handled discreetly, ensuring personal information is protected.
- We seek resolution through listening, understanding, and prayerful consideration.
- Our approach is rooted in Christian values of humility, honesty, and reconciliation.

2. Process for Raising a Complaint

- Complaints should be directed to a Churchwarden in writing or via a meeting request.
- The complaint will typically be acknowledged within 7 days of receipt by a Churchwarden, and an initial review will be conducted.
- If required, an investigation will follow, ensuring impartiality and care.
- The complainant will receive a response outlining any actions taken typically within 4 weeks.

3. Confidentiality & Safeguarding

- Complaints will be shared only with those directly involved in their resolution. Where the complaint is against an individual, they may be involved in order to help rectify the complaint. We will endeavour to respect any desire for anonymity between parties, but we do not guarantee this.
- Personal data will be handled in accordance with legal and ethical standards.
- Where safeguarding or whistleblowing concerns are raised, the appropriate policies will take precedence.

4. Commitment to Reconciliation

As a church, we seek to model Christ's teachings in all our interactions. We encourage open dialogue, mutual respect, and the healing power of forgiveness. Our goal is not only to resolve concerns but to strengthen our community in faith and unity.

For further guidance or to submit a complaint, please contact Churchwardens, Andy Lowe (andy.lowe@cca.uk.net) or Cherry Tweed (cherry.tweed@cca.uk.net)