

3HEART MINISTRY

Complaints Policy

Version 1.0 | Approved by Trustees on 30.04.25 Review Date: 30.04.26

Complaints Policy for 3Heart Ministry

1. Purpose

At 3Heart Ministry, we are committed to providing excellent services and support to all those we serve. We value feedback from our community and stakeholders and are dedicated to addressing any concerns raised with fairness, transparency, and sensitivity. This Complaints Policy ensures that any concerns are handled in a timely and professional manner, providing a clear and consistent process for resolution.

2. Scope

This policy applies to all individuals and groups who interact with 3Heart Ministry, including but not limited to clients, volunteers, staff, donors, and service users. A complaint is defined as an expression of dissatisfaction or concern regarding any aspect of our operations, services, or activities.

3. Complaints Process

Step 1: Informal Resolution

If you have a concern or issue, we encourage you to speak with the person involved in the first instance. Many complaints can be resolved informally through a direct conversation. If this is not possible or the matter remains unresolved, you can move to the formal complaints process.

Step 2: Formal Complaint Submission

If the issue cannot be resolved informally, we ask that you submit your complaint in writing to the Complaints Officer (Gemma Smith-Alexander). Your complaint should include:

- Your contact details (name, address, phone number, email).
- A clear description of the complaint, including relevant dates and details.
- Any steps you have already taken to resolve the issue (e.g., discussions with involved parties).
- The outcome you are seeking.

Complaints can be submitted via email, post, or in person to the Complaints Officer. Please direct your complaint to:

- **Complaints Officer:** Gemma Smith-Alexander
- **Email:** 3heartministry@gmail.com

Step 3: Acknowledgement and Investigation

Upon receipt of your formal complaint, 3Heart Ministry will acknowledge the complaint within 5 working days. The Complaints Officer will then investigate the matter thoroughly, gathering all relevant information and speaking to the individuals involved. Depending on the complexity of the issue, the investigation may take up to 20 working days.

Step 4: Response and Resolution

After the investigation, 3Heart Ministry will provide a written response to the complainant outlining:

- The findings of the investigation.
- Any actions taken or recommendations for improvement.
- An apology, if deemed necessary.

If the complaint is upheld, we will take appropriate corrective action. If the complaint is not upheld, we will explain the reasons for our decision.

Step 5: Further Actions

If you are dissatisfied with the outcome of your complaint, you may request a further review of the decision. In this case, a senior member of the charity will review the complaint and response to ensure fairness and transparency.

4. Confidentiality

3Heart Ministry will handle all complaints in a confidential manner, ensuring that all personal information and details of the complaint are shared only with those necessary for the investigation and resolution process.

5. Feedback and Improvement

We believe that complaints are an opportunity to learn and improve our services. All complaints will be monitored and analysed to identify any recurring issues or areas for improvement.

6. Monitoring and Review

This Complaints Policy will be reviewed annually to ensure it remains fit for purpose and aligns with the charity's values and legal obligations. Any changes to the policy will be communicated to stakeholders as appropriate.

7. Contact Us

If you have any questions regarding this Complaints Policy or need assistance with making a complaint, please contact the Complaints Officer at 3heartministry@gmail.com

Approved by:

Chair of Trustees

30.04.25