



Romford Baptist Church 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 statements 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.)

Continued overleaf

Are there supporting documents attached?

Yes No

If **YES**, how many?

Have you tried to resolve this matter informally?

Yes No

If **NO**, please explain briefly why you decided not to try to resolve the matter informally.

If **YES**, please state who you 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 ask, 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 www.romfordbaptist.org.uk/dataprotection. The church cannot guarantee to keep the fact and details of your complaint confidential if it is necessary and proportionate to share your data, in order to review and resolve your complaint.

Date you submitted your complaint to the church: _____

Please return the completed Complaints Form and any attachments to:

The Church Secretary
Romford Baptist Church
Main Road
ROMFORD
RM1 3BL

Or email to:

secretary@romfordbaptist.org.uk