



# Gateway Theology School

## Complaints Policy & Procedure

Gateway Theology School (GTS) is committed to ensuring that any person or organisation using services provided by GTS or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

GTS aims to provide its members and participants with the best possible service. However, there may be occasions when users of our services feel that the quality or level of service provided falls short of what they might reasonably expect. Your continued goodwill is greatly valued by us and we would hope to resolve any issues or concerns in as quick and straightforward a manner as possible. However, if a more formal complaint is needed, the following applies.

The organisation provides a complaints management procedure that:

- is simple and easy to follow
- is available upon request
- ensures complaints are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice
- complies with legislative requirements

### Our Commitment

If you make a complaint to GTS you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

### What can I make a complaint about?

You can make a complaint to GTS about delivery of services or about a member employed by or volunteering with GTS. If you have a complaint about a member of the trustees which cannot be dealt with by the trustees themselves, this would need to be directed to the Charities Commission.

### Procedure for making a complaint

A person wishing to make a complaint may do so verbally or in writing to:

- the member they were dealing with at the time, unless you are making a complaint about this person
- the teaching facilitator of a course, or the course director
- the GTS board of trustees, through the secretary or chairperson
- the Charities Commission, if the complaint cannot be handled by the trustees

Written complaints may be sent by post or email to:

[admin@gtstheology.org](mailto:admin@gtstheology.org)

113 Denmark Rd

Gloucester, GL1 3JW

If addressed to the trustees, the complaint will be forwarded directly to the chairperson.

## Procedures for managing complaints

The person managing the complaint will be responsible for:

### 1) Registering the complaint:

- register the complaint in the GTS complaints register
- notify the appropriate person(s) within the organisation, and/or the chair of trustees
- inform the complainant that their complaint has been received and provide them with information about the process and time frame

### 2) Investigating the complaint:

- examine the complaint within 5 working days of the complaint being received
- inform the complainant in writing within 10 working days of the complaint being received, of what is being done to investigate and resolve it, and the expected time frame for resolution.

### 3) Resolving the complaint:

- make a decision or refer the complaint to the appropriate person(s) for a decision within 20 working days of the complaint being received
- Inform the complainant of the outcome and any options for further action if required

As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

### 4) What if I am unhappy with the resolution?

- If you are not happy with the outcomes of a complaint, you may request that it go to a meeting of the board of trustees.
- If you are not happy with the outcome of the board of trustees meeting, you may take your complaint to the Charities Commission.

## Record Keeping

A register of complaints will be kept by GTS. The register will be maintained by the administrator and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received by GTS in connection with any complaints will be kept for 7 years.