



New Life Medway welcomes comments, compliments and complaints from both church membership, volunteers and anyone else we come into contact with in our work. These help us to see what we are doing well and where we can make improvements.

We aim to promote an environment where people are encouraged to raise and discuss issues informally and, where necessary, seek solutions to prevent them developing into problems or complaints.

However, we recognise that there may be situations where people are not happy with the outcome of an informal discussion or feel that the issue needs to be taken further. In these cases, New Life Medway has a complaints policy so that we can work towards a resolution in a fair and transparent manner.

### **How to register a complaint or give feedback**

If you have a complaint, or would like to share a concern, compliment or comment on any aspect of our service, you can contact us in one of the following ways:

- In person to Pastor / church elders / Small group leaders.
- By phone: 07410 634143
- By email: [andertonmark69@gmail.com](mailto:andertonmark69@gmail.com)  
[jamesbellchambers@rocketmail.com](mailto:jamesbellchambers@rocketmail.com) ( Chairman of trustees.

Please tell us what your complaint or feedback is about and what you would like to see happen as a result. Please also tell us how we may contact you.

### **What will happen after I complain?**

- Your complaint will be acknowledged within five working days of receipt.

- We will advise you who will be responding and by what date you can expect a full response.
- Wherever possible, we will respect your confidentiality and keep confidential as far as possible.
- Any information about the complaint will usually only be shared with those who need to know in order to help resolve it.
- There may, however, be occasions when we cannot provide absolute confidentiality, for example in circumstances where a child or vulnerable adult may be at risk of harm.

### **Further Action**

If you are unhappy with the response you receive, you can escalate your concerns by writing to the chairman of Churches together in Medway at following address:

<https://medwaychurch.co.uk/contact-us/>

Or the New Life main office at following address:

<https://newlife.ph/reach-us/>