

Central Methodist Church

St Saviourgate, York YO1 8NQ

01904 612171 / 611020

Complaints Procedure

Effective from 1st April 2015

The church strives to be a welcoming and inclusive venue for all of our visitors and users and we hope that you enjoy using our premises. If you have a request, issue or problem please discuss with any member of staff on duty at the time in the first instance and they will do their best to help you. If no member of staff is on duty at the time you may want to call one of the contact numbers provided. We ask that you remember that we are not able to provide a general customer help line, your booking confirmation contains full details of any special arrangements that were agreed as well as our regular terms and conditions. Our web site <http://www.centralmethodistyork.org.uk/> has full copies of our terms and conditions and related policies.

Our promise: We will deal with any complaints promptly and fairly. We may ask for additional information and for time to make investigations into any issues. All complaints will be taken seriously and we aim to reach an amicable resolution.

Process:

1. Complaints should be made in writing, preferably via e-mail to (complaints@centralmethodistyork.org.uk) but can also be made directly to the manager. Please include specific details including the time and date of the incident so that we can investigate and respond to you.
2. We will acknowledge receipt of your complaint within three working days and inform you of our proposed next steps (answer or further investigation).
3. If your complaint involves the manager you can contact the minister directly (<http://www.centralmethodistyork.org.uk/> see the "contact us" page and select "minister" from the contact options) or ask that the manager do so on your behalf. The minister will respond and may form a small group drawn from the church officers to investigate.
4. We will respond in detail to your complaint point by point and hope to reach an amicable resolution addressing your issues. We may write to you or invite you to meet with us to discuss the matter.
5. If you are not satisfied with our response you may contact the Minister or if you have done so per point 3 in the first instance the York Circuit Superintendent Minister superintendent@yorkmethodist.org.uk. They will respond to you and will review the information available before discussing it with you further. They will propose a further course of action.