



COMPLAINTS POLICY
NEW APOSTOLIC CHURCH UNITED KINGDOM
(Charity number England & Wales 1148822)
(Scottish Charity number SC044099)

Introduction

1. The New Apostolic Church UK ('NACUK', 'Church' or 'Charity') covers congregations in the UK, Isle of Man and Ireland, and is part of the worldwide New Apostolic Church. The trustees view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint. Our policy is:
 - a) To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
 - b) To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
 - c) To make sure everyone at NACUK knows what to do if a complaint is received;
 - d) To make sure all complaints are investigated fairly and in a timely way;
 - e) To make sure that complaints are, wherever possible, resolved and that relationships are repaired;
 - f) To gather information which helps us to improve what we do.

Complaints

2. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of NACUK. Complaints may come from any individual Church member or stakeholder organisation that has a legitimate interest in NACUK, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. (This policy does not cover complaints from employees, who should refer to NACUK's internal staff policies.)

Procedure

3. Written complaints may be sent to the Charity Administrator at: NAC Administration Office, 20b Christchurch Rd, New Milton, Hampshire, BH25 6QF. Complaints may in practice arrive through a variety of channels. Complaints received by telephone or in person need to be recorded including the facts and the complainant's name, address and telephone number. The complainant can be asked send a written account by post or by email so that the complaint is expressed in their own words. All confidential information will be handled sensitively, only those who need to know will be informed and data protection requirements will be observed.

Stage One

4. In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Apostle within ten working days.
5. On receiving the complaint, the Administrator records it. If it has not already been resolved, the Apostle will delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond within a reasonable period of time.
6. Complaints should be acknowledged by the person handling the complaint within ten working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible, a progress report should be sent with an indication of when a full reply will be given.

7. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

8. If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level.
9. At this stage, the complaint will be passed to the Board of Trustees. The request for Board review should be acknowledged within ten working days of receipt. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
10. The Board of Trustees may investigate the facts of the case themselves or delegate a suitably senior person(s) to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.
11. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report and an indication of reply date should be given. The final reply should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

Unreasonable demands and vexatious complaints

12. NACUK always considers each complaint on its own merits in accordance with this policy, but from time to time complainants might make requests that the Charity cannot reasonably accommodate. This may include but is not limited to:
 - a. the amount of information they seek;
 - b. the nature and scale of service they expect;
 - c. the volume of correspondence they generate; or
 - d. a remedy or outcome that cannot be achieved.
13. The behaviour of someone who persistently contacts the Charity about the same issue, when that issue has been dealt with in line with this Policy, may be deemed unreasonable. Dealing with such complaints may be disproportionate to the time and resources the Charity can reasonably allocate to them. In such cases, the trustees reserve the right to:
 - a) restrict the issues on which NACUK will correspond;
 - b) refuse to consider a complaint or in exceptional circumstances any further contact; and/or
 - c) take any other action which they consider necessary or appropriate to make this Policy effective, including blocking a persistent or abusive complainant or taking legal action.

External

14. The complainant may write to the Charity Commission at any stage. Information about the kind of complaints the Commission will investigate can be found on their website at: <https://www.gov.uk/complain-about-charity>.
15. Complainants based in Scotland may wish to contact OSCR: [OSCR | Raise a concern](#).
16. You can contact the International New Apostolic Church via its [website](#).

Monitoring and Learning from Complaints

17. Complaints are reviewed annually to identify any issues which may indicate a need to take further action.

Responsibility and review

18. Overall responsibility for this policy and its implementation lies with the board of Trustees of NACUK.
19. This policy is reviewed regularly and updated as required. The Board may vary the procedure at any time for good reason e.g. to avoid a conflict of interest.

Related policies

20. These include the Charity's Safeguarding Policy 2024 and GDPR data protection policy. See: [Legal – New Apostolic Church \(nacukie.org\)](#)

12 April 2024