

NORTHERN GOSPEL PROJECT COMPLAINTS PROCEDURE

Northern Gospel Project always aims to serve people well. However, if there are occasions when you have concerns, please let us know using the simple procedure below.

If you are not happy with an aspect of NORTHERN GOSPEL PROJECTS's ministries, please speak to the relevant staff member, volunteer or trustee.

Please Note: If the issue relates to safeguarding concerns for children or adults at risk of abuse, please follow our safeguarding procedure which can be found at: northerngospelproject.com

If you are unhappy about the behaviour of a volunteer or staff member acting in a ministry or representative capacity for NORTHERN GOSPEL PROJECT, please approach him or her directly. If this is difficult or inappropriate then please contact our Trustee, Paul Rettie (paul.rettie@pm.me). If the issue relates to Paul Rettie, please contact Tim Simmonds, who is also on the trustee board (tim@ccm.org.uk).

We will always attempt to give you a swift response and, where relevant, setting out any steps that will be taken. If the matter is complicated we will give you an initial response within 5 working days and provide a substantive response within one month.

If due to the complexity of the issue we cannot provide a substantive response within one month, we will notify you, provide an explanation for the delay with a reasonable estimate (not exceeding six months) of the timeframe within which a response will be provided.

If, once you have received our response, you consider that there appears to be matters you have raised that have not been addressed, Trustee, Paul Rettie (paul.rettie@pm.me) (or in the case of an issue with Paul Rettie, Tim Simmonds, (tim@ccm.org.uk)). You will receive a written or email acknowledgement within five working days. The matter will be investigated and we will give you a reply within a further ten working days, setting out Northern Gospel Projects's response and, where relevant, any steps that will be taken. If this is not possible, an interim response will be made informing you of the action taken to date or being considered together with any relevant timeframes.

We would also be very happy to hear whenever you are delighted with your engagement with NORTHERN GOSPEL PROJECT.