

COMPLAINTS REPORTING POLICY



For any general complaints

STEP

01

INFORMAL RESOLUTIONS

We encourage direct, conversations first based on scriptural reconciliation principles.

If a satisfactory solution is not reached, a formal submission process will commence.

STEP

02

FORMAL SUBMISSION

Address the trustees in writing detailing your experiences. Email your report to trustees@covenantofmercy.uk

STEP

03

INVESTIGATION AND DESIGNATED TIMELINE

The trustees will respond within seven working days, concluding a disclosed timeline, in accordance with the premeditated duration required to carry out the compulsory actions.

STEP

04

REFER

All complaints must be recorded in writing to provide a clear statement for investigational, and case monitoring purposes.

This will enable the Board of Directors and Trustees to carry out a satisfactory investigation, review the progress of reported cases, and establish the appropriate actions to integrate.