



Complaints Policy And Procedure

Policy Author: Brian Wickens (Managing Director)

This policy applies to: Students, Guests, Contractors, Visitors and Members of the Public

Approved by: Board of Trustees

Date of Issue: 11th December 2025

Date of next review: 11th December 2027

1.0 Definition

A **complaint** is an expression of dissatisfaction by an individual or group regarding their experience of Capernwray. This may relate to actions, behaviours, decisions, or omissions that the complainant believes are unfair, discriminatory, inappropriate, or in breach of the institution's policies or procedures.

Complaints may include, but are not limited to:

- The standards of our services;
- The behaviour of our staff or volunteers; and
- Any other actions, or lack of action by Capernwray.

This procedure does not cover:

- Staff or voluntary worker grievances (handled under separate internal **Grievance Policy**);
- Safeguarding concerns (handled under our **Safeguarding Policy**);
- For cases of very serious concern Capernwray also has a **Whistle-blowing Policy** which is intended to provide a means of making serious allegations about a criminal offence, health and safety, risk or actual damage to the environment, a miscarriage of justice, the breaking of a law or the covering up of wrongdoing in a way that will ensure confidentiality and protect those making such allegations in the reasonable belief that it is *in the public interest* to do so, from being victimised, discriminated against or disadvantaged.

The procedure is intended to provide a clear and fair process for resolving complaints promptly and constructively, and to ensure that all individuals are treated with dignity and respect.

Capernwray aims to handle complaints in a way which is sympathetic, fair, and efficient, which encourages informal conciliation, facilitates early resolution, maintains individual privacy and confidentiality, and permits useful feedback.

Because the purpose of the complaints procedure is, if possible, to resolve problems, any complaint should be made promptly, in an attempt to resolve it as quickly and informally as possible.

2.0 How to Make a Complaint

You can make a complaint in one of the following ways:

- **Email:** complaints@capernwray.org;
- **Phone:** +44 (0) 1524 733908;

- **Post:**
The Managing Director,
Capernwray Hall,
Locka Lane,
Capernwray,
Lancashire,
LA6 1AG,
UK; or
- **In person:** To a senior member of the Leadership Team, who will record the details

Please provide as much information as possible, including:

- Your name and contact details;
- A description of what happened and when;
- Who was involved (if known); and
- What you would like to see happen as a result

We are unable to respond to anonymous complaints but will record and review them for patterns or safeguarding risks.

3.0 What Happens Next?

We aim to:

- Acknowledge your complaint within **7 days** of receipt
- Investigate and respond within **28 days** of receipt

If we need more time (e.g. for complex cases), we will explain why and let you know when to expect a response.

4.0 How Complaints Are Handled

- Your complaint will be logged and handled sensitively and fairly.
- It will be assigned to an appropriate manager or trustee not directly involved in the issue. If the complaint is towards the Managing Director the Chair of Trustees will handle the complaint. The Chair of Trustees may be notified if the complaint involves a member of the Senior Leadership Team, depending on the nature of the complaint.
- We will treat all information in confidence, in line with our Data Protection Policy.

Capernwray is committed to handling all complaints fairly and respectfully. However, we reserve the right not to review complaints that are unreasonable, vexatious, or

malicious. This may include complaints that have already been fully addressed through this procedure, persistent repetition without new evidence, or communication that is abusive or intended to cause disruption rather than resolve a genuine concern. In such cases, Capernwray may discontinue the process after careful consideration by senior leadership and will inform the complainant of this decision.

5.0 Appeal Process

If you are not satisfied with our response, you can ask for a review. Your appeal will be reviewed by an appropriate manager or trustee, not involved in the original investigation.

You must request an appeal within **10 days** of receiving our response.

We aim to conclude the appeal within **15 working days**.

6.0 Taking Your Complaint Further

If you remain dissatisfied after our internal process, you may escalate the complaint to the relevant regulatory body:

For serious misconduct (e.g. governance, misuse of funds):

Charity Commission for England and Wales

<https://www.gov.uk/complain-about-charity>

For serious matters directly involving the Capernwray Bible School, you may also access the complaints procedure of the **British Accreditation Council**, Capernwray's accrediting body. You will find details of how to do that [here](#).

7.0 Learning and Improvement

All complaints are recorded and reviewed periodically by senior leadership to identify trends and make improvements.

8.0 Contact Us

If you have questions about this procedure or need help submitting a complaint, please contact:

 complaints@capernwray.org

 +44 (0) 1524 733908

 The Managing Director, Capernwray Hall, Locka Lane, Capernwray, Lancs, LA6 1AG, UK