

# **The International Christian Church Network (TICCN)**

## **Complaints Policy**

**Approved by:** Trustees / Governing Council of TICCN

**Applies to:** All TICCN churches, ministries, partner organisations, staff, clergy, volunteers, trustees, contractors, and representatives

**Review cycle:** Every 3 years or sooner if required by law or best practice

**Version:** 1

**Date:** 27th January 2026

### **1. Purpose of this Policy**

The International Christian Church Network (TICCN) is committed to operating with integrity, transparency, and accountability. We recognise that concerns or complaints may arise and view them as an opportunity to listen, learn, and improve.

This policy sets out how complaints about TICCN's work, conduct, services, or representatives can be raised and how they will be handled fairly and appropriately.

### **2. Scope of the Policy**

This policy applies to complaints made by:

- Members of the public
- Church attendees or beneficiaries
- Volunteers, staff, or trustees
- Partner organisations

It applies to complaints relating to:

- TICCN activities, events, or services
- Behaviour or conduct of TICCN representatives
- Decisions, actions, or omissions of TICCN

This policy does not replace safeguarding procedures. Any safeguarding concern must be reported immediately through TICCN's Safeguarding Policy.

### **3. Guiding Principles**

TICCN will ensure that all complaints are:

- Taken seriously
- Handled fairly, respectfully, and without bias
- Addressed promptly and proportionately
- Managed confidentially where possible
- Used to inform learning and improvement

No individual will suffer disadvantage or retaliation for raising a genuine concern.

## **4. How to Make a Complaint**

Complaints should be raised as soon as possible after the issue arises.

Complaints may be made:

- Verbally (in person or by telephone)
- In writing (email or letter)

Where possible, complaints should include:

- Name and contact details of the complainant
- A clear description of the concern
- Dates, times, and locations involved
- Names of any individuals involved
- The outcome sought

## **5. Complaints Procedure (UK)**

### **Stage 1 – Informal Resolution**

Where appropriate, concerns should first be raised with:

- Local church leadership, or
- The relevant ministry leader

Many issues can be resolved quickly through open and respectful dialogue.

### **Stage 2 – Formal Complaint**

If the matter cannot be resolved informally, or if the complaint is serious, a formal complaint may be submitted.

Formal complaints should be sent to:

complaints@tccn.org

or addressed to the TCCN leadership team or trustees.

The complaint will be:

- Acknowledged within 7 working days
- Reviewed by an appropriate person not directly involved
- Investigated fairly and proportionately

A written response will normally be provided within 28 days.

### **Stage 3 – Review / Escalation**

If the complainant is not satisfied with the response, they may request a review.

The review will be:

- Conducted by a trustee or senior leader not previously involved
- Focused on whether the process was followed correctly and fairly

The outcome of the review will normally be final.

## **6. Safeguarding and Serious Concerns**

- Safeguarding concerns must be dealt with under TCCN's Safeguarding Policy
- Complaints involving potential criminal behaviour may be referred to statutory authorities
- Serious incidents involving a registered charity may be reported to the Charity Commission

## **7. Confidentiality and Data Protection**

- Complaints will be handled sensitively and confidentially where possible
- Information will be shared only on a need-to-know basis
- Personal data will be processed in accordance with data protection law

## **8. Vexatious or Malicious Complaints**

TICCN reserves the right to limit or refuse to investigate complaints that are:

- Repeated without new evidence
- Abusive, threatening, or harassing
- Clearly malicious or frivolous

Any such decision will be made carefully and documented.

## **9. International Context**

TICCN operates internationally across diverse legal and cultural settings.

- Local complaints procedures may apply in other countries
- Complaints relating to international partners should be raised through the relevant regional leadership
- Where appropriate, matters may be escalated to TICCN's national leadership

## **10. Monitoring and Learning**

TICCN will:

- Keep a record of complaints and outcomes
- Identify themes or areas for improvement
- Use learning to strengthen governance and practice

## **11. Declaration**

TICCN is committed to responding to complaints with fairness, humility, and responsibility, seeking reconciliation where possible and improvement where necessary.