



Complaints Procedure - with respect to complaints against Reach Ministries UK staff or consultants

As a Christian organisation, we consider this to be a highly important procedure. However, we also hope it will seldom be required. Before raising a formal concern through this procedure, we would expect and encourage you to seek resolution informally. Therefore, in the first instance, please contact the member of Reach staff involved and provide them with the opportunity to resolve your concerns. You may also wish to contact either the Operations Manager, Assistant Director or the Director to explain your concerns before making a formal complaint.

1. Scope and use of this procedure
 - a. This complaints procedure should be used where informal means of clarification, reconciliation and resolution have failed or are impossible.
 - b. This complaints procedure should be used in connection to the work of Reach Ministries staff or consultants while acting on behalf of Reach Ministries.
 - c. Where Reach Ministries staff or consultants are acting in another capacity - for example working for another organisation or local church - then the complaints procedures and policies of that organisation or church should be followed rather than those of Reach Ministries.
 - d. This procedure should not be used by Reach Ministries employees. If any Reach employee wishes to complain about the conduct of another employee, they should use the Grievance Procedure as set out in the Staff Handbook.
 - e. This procedure should not be used where there is a safeguarding concern. In such instances, the concerns should be reported in accordance with the Reach Safeguarding Policy or the safeguarding policy of another institution involved. If there is uncertainty as to whether something constitutes a safeguarding concern, a Trustee or the Safeguarding Co-ordinator (the Operations Manager) should be contacted in the first instance.
 - f. Legitimate limitations of responsibility with regard to consultancy advice are given in [Appendix 1](#) below.
2. Complaints against Reach Ministries staff or consultants
 - a. Reach is committed to conducting Christian ministry with honesty and integrity. We are careful in our training and expect all staff to maintain high standards. Reach consultants and trainers are expected to abide by the Reach Ministries [Culture Statement](#) and the code of conduct for [Healthy working with adults in a mentoring, coaching, consultancy and training context](#). On very rare occasions, the conduct of staff or consultants may fall short of these expectations.
 - b. As mentioned above, in the first instance, and for less serious matters of misconduct, we would expect and encourage those adversely affected, to speak directly with the member of staff or consultant involved and they should be provided with the opportunity to resolve any concerns on an informal basis. Unresolved concerns may then be taken to the Operations Manager,

Assistant Director or the Director as preferred. In the vast majority of situations, we hope concerns will be fully resolved at this stage, perhaps by the provision of further clarification or explanation, or by apologising and making amends. Where concerns are satisfactorily dealt with, the following procedure will not usually be required.

- c. Where concerns are not dealt with satisfactorily by the staff or consultant involved, or are of such a serious nature that further contact with the staff or consultant would be inappropriate or potentially harmful, the following procedure should be followed.
 - d. Concerns should be reported as soon as possible so that they can be investigated promptly. We will always investigate such reports.
 - e. If you have any questions about this process please [contact the Operations Manager](#).
3. How to raise a concern with regard to a Reach Ministries member of staff or consultant acting on behalf of Reach Ministries
- a. We take all complaints extremely seriously. Examples (not exhaustive) of where it would be appropriate to use this procedure are: bullying behaviour, coercion, manipulation, dishonesty, inappropriate sexual behaviour, criminal activity, and bribery.
 - b. Complaints should be submitted in writing (by post or email) to Reach Ministries UK, Office 232, 238 Merton High Street, London, SW19 1AU or reach@reachministries.uk or directly to a Trustee. You should clearly state that you want your complaint handled under the Complaints Procedure.
 - c. The complaint should set out:
 - i. Your contact details
 - ii. Details of your involvement with Reach Ministries and its services and/or events;
 - iii. A brief description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved. In some situations, you may be asked to provide further information.
 - d. We will aim to acknowledge receipt of your written complaint within 14 days of receipt.
 - e. All reports will be processed in accordance with our [Privacy Policy](#).
4. Confidentiality
- a. All complaints submitted under this procedure will be handled sensitively. We hope that you will feel able to voice concerns openly under this policy. Completely anonymous disclosures are difficult to investigate. If you want to raise your concern confidentially, we will make every effort to keep your identity secret and only reveal it where necessary to those involved in investigating your concern. Please notify us if you wish your concerns to be investigated confidentially in this way.
5. Investigations
- a. All complaints and concerns raised under this procedure will be taken seriously and they will all be investigated, as long as you provide us with your contact details so that we can request further information from you (where necessary) and so that we can send you the outcome of the investigation. The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. You will usually be invited to a meeting to discuss the nature of your complaint and the person being

complained against will be excluded from that meeting unless all parties consent to their attendance.

- b. You will be expected to co-operate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews, as part of our investigation.
 - c. Following an assessment of the facts, a decision will be taken as to whether the matter can be dealt with internally or whether it is necessary to refer the matter to a third party for investigation, such as to an independent Christian organisation, the local authority or the police.
6. The Outcome
- a. We will endeavour to resolve your complaint as promptly as we can, but if it gives rise to serious issues we may need to take time in order to conduct a thorough investigation.
 - b. You will be notified in writing of the outcome of the investigation as soon as possible.
7. Review
- a. If the complaint has not been resolved to your satisfaction you may request a review of the decision.
 - b. Requests for a review should be submitted in writing as above (point 3.b.) within 14 days of the date on which the outcome of the investigation was sent or given to you.
 - c. The review will be dealt with impartially by a member of Reach Ministries staff or Trustee not involved in the previous investigation where possible (although they may ask anyone previously involved to contribute to their review of the previous decision).
 - d. We will confirm our final decision in writing, usually within four weeks of your submission of your request for a review. This is the end of the procedure and there is no further right of review.

This complaints procedure was published on 14 October 2024.

Appendix 1: Limitations of responsibility with regard to Reach consultancy advice

Reach Ministries and its consultancy arm “Pebble” make clear to clients certain limitation of responsibility at the outset of a consultancy relationship.

1. Pebble/Reach mentoring is not designed to address pastoral/leadership/personal crises and is circumscribed by the time boundaries of the defined sessions themselves.
2. No Pebble/Reach consultancy services are to be considered professional advice. They are not backed by a professional accreditation or association. In particular, no statements made in Pebble/Reach sessions constitute legal, financial or safeguarding advice.
3. All mentoring, consultancy and training provided by Pebble/Reach, whether in person or recorded, verbal or written, is suggestive rather than directive. Recommendations

and guidance are given in good faith with the backing of experience and with the best hopes of success but the responsibility for weighing and deciding to act on them lies entirely with the client.

4. In particular, since we believe in the integrity and independence of the local church, it is for the client and associated local church leadership to be responsible and accountable for any actions taken by the church - whether in line with the wisdom and advice received through Reach consultancy or not. Reach does not assume any oversight, accountability or responsibility in relation to the client or their church.
5. While those acting for Reach/Pebble seek to provide mentoring, consultancy and training with skill, accuracy, care and diligence, Reach and Reach consultants shall not be liable if the services provided (verbally or in writing) are not absolutely correct. Nor does Reach nor any individual Reach consultant provide warranty, either expressed or implied, in regard to recommendations provided.
6. Reach and Reach consultants shall not be responsible for any damage of whatsoever nature incurred by the client or third parties, resulting from the following of recommendations arising from a mentoring or consultancy session, except to the extent that the same can be shown to be due to wilful misconduct or deception on the part of the mentor or consultant. The client shall indemnify Reach Ministries UK accordingly. In any event the liability of Reach shall not exceed the price of the mentoring or consultancy session or series of sessions engaged.