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| **Your details:** | |
| Name:Click or tap here to enter your name. | |
| Address: Click or tap here to enter your address. | |
| Phone: Click or tap here to enter your phone number. | Email: Click or tap here to enter your email address. |
| **Details of your complaint:** | |
| Date(s): Click or tap to enter a date. | |
| Person(s): Click or tap here to enter the name(s) of the person(s). | |
| **Complaint about:** *Briefly describe the nature of your complaint.* | |
| Click or tap here to enter text. | |
| **Supporting information:**  *State the matter or name of the person(s) who is/are the subject of the complaint, what happened, when and where. Provide the contact details or statements of any witnesses. Include any additional information that you think would be helpful.*  *If complaining about a decision, explain what the decision was about, when it was taken, and who made it. Explain what impact this decision had, or you may will have, and upon whom.*  *Provide any additional information that you believe would be helpful.* | |
| Click or tap here to enter text. | |
| Have you tried to resolve this matter informally? | |
| Yes  If you tried to resolve this matter informally, what happened?  *State who you dealt with, when and where, what information you provided to them, and what you felt was unsatisfactory about the outcome.* | |
| Click or tap here to enter text. | |
| No  *Explain why you decided not to try to resolve the matter informally.* | |
| Click or tap here to enter text. | |
| **Action sought:**  *Describe what actions you want the church to take. While the charity trustees cannot promise to do what you ask, it would be helpful to understand what you are seeking.* | |
| Click or tap here to enter text. | |
| **The church will treat your data carefully and in accordance with the church’s** [**Data Protection Policy**](https://www.streathambaptist.com/_files/ugd/4bf157_09f9b165fb75475e9788f49a51052159.pdf)**. However, the church cannot guarantee to keep the fact and details of your complaint confidential if it is necessary and proportionate to share your data in order to review and resolve your complaint.** | |
| Date you submitted your complaint to the church: 27/12/2024 | |