



## **Complaints procedures**

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Complaints about how a church discharges its safeguarding responsibilities should be addressed to the Church safeguarding coordinator, or the Church leader.

Complaints about the Church leader or the Church safeguarding coordinator should be addressed to the River Church Safeguarding officer.

Concerns which an individual considers cannot be raised through these channels can be directed to the Trustee with responsibility for safeguarding with a request that the individual's identity is withheld from those in the Church. However, it needs to be understood that the church cannot act on anonymous allegations or take formal action in the absence of reasonably substantiated concerns.

Those who raise issues under this provision must have a reasonable belief that it is well founded. However, appropriate action will be taken if a malicious allegation is made.

If an investigation is required, confidentiality will be maintained to the extent that this is appropriate and practical in the circumstances.

The person raising complaints or concerns will be informed of the outcome subject to the normal rules on confidentiality of personal information.