EVANGELICAL ALLIANCE

Complaints policy

Read the Evangelical Alliance's complaints policy

Introduction

The Evangelical Alliance strives to be excellent in all that we do but we recognise that this cannot always be the case. When we make a mistake, we want and need to be informed. We welcome feedback and will ensure that any complaint is handled constructively, impartially, and promptly.

If your concern relates to safeguarding, please contact safeguarding@eauk.org.

If your concern relates to the conduct of a member church or organisation, please contact membership@eauk.org.

1. Raising a concern informally

If you are unhappy with any aspect of the Evangelical Alliance's work, we encourage you to first speak with the relevant staff member, manager, or director.

If your concern relates to the behaviour of an individual, you may approach that person directly if you feel able.

2. Making a complaint

If an informal approach is difficult or inappropriate, or if you are not satisfied with the response, please contact us:

1. By post: Complaints, Evangelical Alliance, 176 Copenhagen Street, London, N1 0ST
2. By email: complaints@eauk.org
3. By phone: 020 7520 3830

We aim to provide an initial response within ten working days.

Your complaint will be reviewed by a senior member of staff and an appropriate person will be allocated to investigate the matter and provide you with a response.

We expect people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, we reserve the right to withdraw or modify our complaints procedure.

If the matter is complex, we will give you an update within ten working days and an estimated timeline for a fuller reply.

3. Escalation to the chair of trustees

If, having followed point 2 above, you are not satisfied with our response and wish to escalate your complaint, you may write to the chair of trustees (via the contact details above, marked *Private and Confidential*).

Your complaint will be acknowledged within ten working days.

The chair will appoint an appropriate person to investigate and will provide a written outcome explaining:

- whether your complaint is upheld, and
- any action to be taken.

This response will be final and concludes the process under this policy.

The policy was last reviewed August 2025