EVANGELICAL ALLIANCE

Membership complaints policy

Read the Evangelical Alliance's membership complaints policy

Introduction

The Evangelical Alliance occasionally receives complaints about members (individuals, churches and organisations) from both members and non-members.

For safeguarding concerns, contact safeguarding@eauk.org.

For complaints about the Evangelical Alliance itself, contact complaints@eauk.org.

Please note:

a. We do not process complaints about individual members.
b. We do not have the power or ability to run detailed investigations
c. We do not generally process complaints from non-members
d. We do not generally process complaints from individuals about member churches/organisations though these may be logged and acted upon if a pattern emerges.

1. Informal resolution

Wherever possible, raise concerns directly with the church or organisation. All parties should uphold the *Evangelical Relationship Commitments*, which can be found on our website.

2. Making a complaint

If an informal resolution is not possible, please contact us:

a. By post: Membership, Evangelical Alliance, 176 Copenhagen Street, London, N1 0ST
b. By email: membership@eauk.org
c. Or by phone: 020 7520 3830

We aim to respond within ten working days. Complex cases will receive an update and timeline within a further ten working days.

We expect people who make a complaint to communicate their concerns fairly and appropriately.

3. Grounds for a complaint

Some of the grounds which may be considered include:

a. Misalignment with the Evangelical Alliance Basis of Faith

b. Lack of integrity, potentially affecting gospel credibility

c. Behaviour or public comment that are significantly at odds with the Basis of Faith or could bring the Evangelical Alliance into disrepute.

Some of the grounds which would not be considered include:

a. Complaints about advertising and publicity

b. Complaints about specific services or goods offered

c. Disputes within a church or organisation that should be dealt with through the due process of leadership and trustees.

4. Resolution

The membership committee can suspend or cease membership based on:

a. Being in breach of the Evangelical Relationship Commitments

b. Not being aligned with the Evangelical Alliance Basis of Faith

c. Failing to deal with a complaint in a reasonable manner or engage with the Evangelical Alliance in processing a complaint

d. Lack of integrity, potentially affecting gospel credibility

e. Behaviour or public comment that are significantly at odds with the Basis of Faith or could bring the Evangelical Alliance into disrepute.

The policy was last reviewed January 2026