

Aylesbury Methodist Church & Centre Complaints Policy

A complaint can be made orally, or preferably in writing, to any member or officer of the Church, who must then take action upon it, by resolving the issue if possible, or by passing the complaint to the **local complaints officer - the Superintendent Minister**.

The Superintendent Minister will try to resolve the issue but, if the matter is too serious or if resolution is not practicable, (s)he will then pass the complaint on to the Methodist Connexional Complaints Panel.

Rev Helen Kirk
Superintendent Minister
March 2016