

## **Bessacarr Evangelical Church General Complaints Procedure**

As a church family at Bessacarr Evangelical Church, we seek to be open, transparent and accountable in all our ministry and activities.

If for any reason you are not satisfied with your dealings with any of the staff or volunteers of BEC we have a procedure through which you can inform us. We've sought to base this on Jesus teaching in Matthew 18:

*v15 If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over.*

*v16 But if they will not listen, take one or two others along, so that "every matter may be established by the testimony of two or three witnesses."*

*v17 If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan or a tax collector.*

In line with Jesus' teaching, it would be best to **speak to the person yourself in private** in the first instance.

If this is too difficult or inappropriate please **speak to the group leader**; or if they are unavailable, then **one of the Pastors or Elders** (contact details at <https://www.bessacarr.church/about/whos-who/>).

If it concerns a safeguarding matter, please speak to:

Designated Safeguarding Lead (Kathryn Mair: 01302 535022 or 07587 184942), or

Deputy Safeguarding Leads (Katie McConway (children and young people): 07538 783829, or Angela Webster (adults): 07764 616643.)

If it concerns a pastor please speak to one of the Elders/Trustees.

The recipient of the complaint will consider how best to deal with it, in as confidential a manner as is possible and appropriate. We will seek to give you at least an initial response within 5 days, though resolving the matter may take longer.

If you are not satisfied with our response or the matter needs to be dealt with more formally, **please write to** Jonathan Edmonds (Pastor) **and** Chris Axelby (Elder/Trustee) at Bessacarr Evangelical Church, Bessacarr Lane, Doncaster, DN4 7PT or send an email to: [contact@bessacarr.church](mailto:contact@bessacarr.church), marked Private and Confidential, unless the complaint involves one or other of the above-named. All written complaints will be logged and a written acknowledgment sent within 5 days.

Our aim is to look into the complaint properly, carry out a review, and reply within 10 days, laying out how the problem will be addressed. If this is not possible, you will receive an interim response indicating any actions taken to date or those being considered. We will write to you again informing you of the outcome of the review within 6 weeks.

We will seek to ensure that your complaint is treated seriously and confidentially, and handled fairly without bias or discrimination.

You should complain within 3 months of the event that you are complaining about giving your full name and address, and sufficient detail to show why you are aggrieved. If someone else complains on your behalf, we will need written confirmation saying that you allow that person to act for you.

If you are still dissatisfied at this stage with how the church leadership have handled your complaint, we would invite you to contact an independent organisation such as the FIEC (the Fellowship of Independent Evangelical Churches, of which BEC is a member) at <https://fiec.org.uk/contact> , thirtyone:eight or Christian Safeguarding Services (for all safeguarding matters) at <https://thirtyoneeight.org/about-us/contact-us> or <https://thecss.co.uk/> , who may be able to help resolve the problem .

In all we do, we will seek to be imitators of Christ: as Ephesians 4v2 says,  
*'Be completely humble and gentle; be patient, bearing with one another in love.'*

Reviewed on 1 April 2026

(Date of Elders meeting)