

Fundraising Complaints Policy

1. Purpose

Although Emmanuel Christian Fellowship does not normally undertake fundraising campaigns, the church is committed to ensuring that any fundraising activities it may undertake are carried out honestly, transparently and in accordance with the Code of Fundraising Practice.

This policy explains how concerns or complaints relating to fundraising will be handled.

The church's normal income consists of the voluntary tithes, freewill offerings of its members and regular worshippers. This policy is intended to apply only where the church undertakes a specific fundraising activity or campaign.

This policy applies only to fundraising activities. It does not apply to complaints relating to other aspects of the church's ministry or governance.

2. Making a Complaint

Anyone who has a concern about the church's fundraising activities may make a complaint. All complaints will be considered fairly and in accordance with the policy.

Complaints may be submitted:

- By email: complaints@ecflondon.com
- By post: [8, Berkley Road, Manor Park, London E12 6RW](#)
- In person by speaking to a Trustee, who will record the complaint in writing.

Where possible, complaints should include:

- the complainant's name and contact details;
- details of the fundraising activity concerned;
- the reason for the complaint; and
- any supporting information.

3. How We Will Deal With Complaints

The church will deal with all fundraising complaints fairly, objectively and confidentially.

Our procedure is as follows:

- We will acknowledge receipt of the complaint within five working days.

- A Trustee who has not been directly involved in the matter, or where appropriate, an independent member of the charity appointed by the Trustees will review the complaint.
- Where appropriate, further information may be requested from the complainant.
- We aim to provide a written response within twenty working days. If additional time is required, we will explain the reason and provide an updated timescale.

4. Escalation

If the complainant remains dissatisfied after receiving the church's final response, they may refer the matter to the Fundraising Regulator, where the complaint falls within the Regulator's remit.

5. Learning and Improvement

The Trustees will review complaints received to identify any lessons that can improve our policies, procedures and future fundraising activities.

Where appropriate, this policy will be updated to reflect those lessons and any changes to the Code of Fundraising Practice.

Unreasonable Behaviour Policy

1. Purpose

Emmanuel Christian Fellowship is a small independent church supported largely by volunteers.

We are committed to listening to genuine concerns and treating everyone with courtesy and respect. Equally, we expect those communicating with the church to treat our volunteers, trustees and church members respectfully.

This policy explains how we will respond where behaviour becomes unreasonable.

The church recognises that people may express concerns or complaints robustly. A person's behaviour will only be regarded as unreasonable where it goes beyond what would normally be expected when raising a genuine concern.

2. What Is Unreasonable Behaviour?

Examples include:

- abusive, offensive or threatening language;
- harassment or intimidation of volunteers, trustees or church members;

- repeated correspondence about the same issue after it has been fully considered and responded to;
- excessive or unreasonable demands on the church's limited resources;
- persistent refusal to accept a properly considered decision while presenting no significant new evidence.

A person may make a justified complaint but still behave unreasonably. Likewise, someone whose complaint is not upheld will not automatically be regarded as behaving unreasonably.

3. Managing Unreasonable Behaviour

Where behaviour becomes unreasonable, the Trustees may:

- ask that future communication is made through one agreed contact person or by email only;
- limit repeated correspondence where no new information has been provided;
- decline to reopen matters that have already been fully investigated unless significant new evidence becomes available;
- end conversations that become abusive or threatening;
- seek professional or legal advice where necessary to protect the church, its volunteers or members.
- explain clearly why the church considers the behaviour unreasonable and give the individual an opportunity to modify their behaviour before any restrictions are applied, unless immediate action is required to protect others.

Any action taken will be proportionate to the circumstances.

4. Review

This policy will be reviewed periodically by the Trustees and updated where appropriate to ensure it remains fair, proportionate and consistent with good governance.