

Greyfriars and New Hope Complaints Procedure

If you are unhappy about a response or service you've received from us, you may wish to make a complaint. The following outlines our formal complaints procedure.

Step 1

We recommend raising the issue directly with the person with whom you've been dealing, as this can be the quickest and most effective way to resolve the issue.

Step 2

If the matter can't be resolved directly or is more serious, please [contact us](#) (or email office@greyfriars.org.uk), giving as much detail as possible of the concern and letting us know how you would like us to contact you. We will acknowledge your complaint, investigate the matter and take any appropriate action.

Step 3

If you are not happy with how your complaint has been handled, you can escalate the matter to the Associate Vicar or Churchwardens of Greyfriars and New Hope (as representatives of the Parochial Church Council).

Step 4

If necessary, you can further escalate the matter to the [Diocese of Oxford](#) or to the [Charity Commission](#).