

# Amplified Arts Academy Complaints Procedure

Date: 2<sup>nd</sup> June 2021

Last updated: 27<sup>th</sup> May 2023

Amplified Arts Academy views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

As an initiative of Hillsong Church, Amplified Arts Academy is governed using Hillsong's complaints policy and procedures. Hillsong's policy is:

- to provide a fair complaints procedure which is clear and easy to use
- to publicise the existence of our complaints procedure so that people know how to contact Hillsong to make a complaint
- to make sure everyone at Hillsong knows what to do if a complaint is received
- to make sure that complaints are investigated fairly and in a timely way, and that confidentiality is maintained where appropriate
- to make sure that complaints are, wherever possible, resolved and that relationships are repaired
- to appropriately support all parties through the process, providing access to support and psychological services where required (see Annex A)
- to gather information which helps us to improve what we do.

## Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Amplified Arts Academy's processes, service, staff or volunteers.

This policy does not cover complaints from staff, who should refer to Hillsong's Grievance Procedures.

## Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Complaints Handling Procedure

Complaints can be made in the following ways:

1. Face to face: if you are dealing with a member of staff or volunteer at Amplified Arts Academy and you wish to complain, then please speak to them directly. It may be possible to resolve the issue immediately.
2. If you wish to complain to the Academy Director, you can contact them via telephone on 07435338600 to discuss the matter further

Amplified Arts Academy is an initiative of Hillsong Church. Company No: 05487537 Charity No: 1120355  
T: 07435338600 E: [info@amplifiedartsacademy.com](mailto:info@amplifiedartsacademy.com) W: [www.amplifiedartsacademy.com](http://www.amplifiedartsacademy.com)



3. If it is not possible for the complaint to be resolved by the Academy Director, then they will record the details of your complaint and will send it through to Hillsong's Legal Department.
4. You can call the Hillsong office on 0207 384 9200 and your complaint will be documented.
5. You can email the Legal Department at [legal@hillsong.co.uk](mailto:legal@hillsong.co.uk)

The person who receives a complaint will:

- Record full details of the complaint
- Record the complaint in our Complaints Register
- Note down the relationship of the complainant to Hillsong
- Explain the complaints procedure
- Contact you again within one (1) month of receiving the complaint to advise you of our findings or to give you an update on progress
- Continue to keep you informed every 15 working days until the matter is resolved to your satisfaction or until all appropriate steps (in Hillsong's reasonable opinion) to resolve the matter have been taken.

## Resolving Complaints

Hillsong will address each complaint in a sensitive, fair, transparent, equitable, professional and unbiased manner through the complaints handling process. We will not, however, tolerate any abusive or discriminatory language or behaviour towards any of our staff or volunteers, and may decline to investigate a complaint further in such circumstances.

### Stage 1

In many cases a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Legal Department within five working days.

On receiving the complaint, if not already resolved, an appropriate person will be delegated to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within one (1) month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and (subject to the terms of Hillsong's Privacy Policy) any action taken as a result of the complaint.

## Stage 2

If the complainant feels that the problem has not been satisfactorily resolved in Stage 1, they can request that the complaint is reviewed at Executive level.

At this stage, the complaint will be passed to the General Manager. The request for Executive level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The General Manager may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint in Stage 1. The person who dealt with the original complaint at Stage 1 should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within one (1) month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Executive decides it is appropriate to seek external assistance with resolution.

## External Stage

As Hillsong is a registered charity, the complainant can complain to the Charity Commission Regulator at any stage. Information about the kind of complaints the Charity Commission can involve itself in can be found on their website at: <https://www.gov.uk/complain-about-charity>

## Review of this Policy and Complaints Received

This policy will be reviewed by the Board of Trustees every 24 months and all safeguarding complaints, or other serious complaints received will be brought before the Board for review.

## Variation of the Complaints Procedure

The procedure may be varied for good reason. This may be necessary to avoid a conflict of interest.

## Access to Support and Psychological Services

Hillsong recognises that as a people focused organisation, an essential part of this Complaints Policy and Procedure is to ensure there is a way for any parties involved in a

Amplified Arts Academy is an initiative of Hillsong Church. Company No: 05487537 Charity No: 1120355

T: 07435338600 E: [info@amplifiedartsacademy.com](mailto:info@amplifiedartsacademy.com) W: [www.amplifiedartsacademy.com](http://www.amplifiedartsacademy.com)

complaint or similar issue, to be appropriately supported through this process, and have access to care that is needed, including access to psychological services.

This process focuses on any parties involved in a complaint or incident, and the ability of these individuals to access health services, including brought-in psychological services and reviews from External Advisors, sponsored by Hillsong. This access will be limited to where the need is deemed to be linked to actions of Hillsong UK. The procedure for accessing these services can be found in Annex A-C [HERE](#).

## Contacts

Amplified Arts Academy Director      [julia.davies@amplifiedartsacademy.com](mailto:julia.davies@amplifiedartsacademy.com)

Hillsong Church London                      0207 384 9200

Data Protection Officer                      [dataprotection@hillsong.co.uk](mailto:dataprotection@hillsong.co.uk)

Hillsong Legal Department                  [legal@hillsong.co.uk](mailto:legal@hillsong.co.uk)