

MAKING A COMPLAINT

At European Mission Fellowship we strive to provide a good standard of service in our mission to support gospel work in Europe. This encompasses helping churches and Christians, mainly in the UK, to partner and support EMF missionaries across Europe. We work hard to make sure that you will be completely satisfied with the services we offer.

If we ever fall short of the standards you expect, we would like to know so that we can investigate fully and take steps to prevent the problem from happening again.

We will acknowledge receipt of your complaint within 7 days. Once we have reviewed your complaint, we may contact you about your concerns and make sure we fully understand your complaint.

We will make every effort to resolve your complaint quickly and fairly and will provide a written response if you request one. We aim to do this within 28 days.

If further investigation is required to resolve your complaint, we will inform you of who will be investigating and will aim to respond within a further 28 days in writing.

To help us investigate and resolve your complaint, we will need the following information:

- your name and address
- a daytime telephone number where we can contact you
- a clear description of your concern or complaint
- what you would like us to do to resolve your complaint

Every effort will be made to resolve your complaint at the first interaction.

If you are not satisfied with our response you have the option to discuss the matter with our Mission Director.

Please send your complaints through to us by:

- email: hq@europeanmission.org
- telephone: +44 (0)116 232 5192
- post: Gerry Brienza, EMF Operations Manager, The Old Rectory, Main Street, Glenfield, Leicester, LE3 8DG