



HOLME CHRISTIAN FELLOWSHIP (HCF) GUIDELINES

This document gives guidelines for the normal way that the charity will handle the following issues:

- Conflict of Interests
- Complaint Handling
- Safeguarding Beneficiaries
- Volunteer Management
- Investments
- Risk Management
- Data Handling

Conflicts of Interest

Trustees have a duty to always act in the best interest of the charity. If there is a decision to be made where a trustee or a close relative has a personal or other interest, this is a conflict of interest and certain steps must be followed. This may relate to a financial benefit, but any tangible benefit can also give rise to a conflict of interest.

It is the policy of Holme Christian Fellowship that:

- Any suspected or actual conflict of interest be notified to trustees immediately anyone is aware of any possibility that personal or wider interests could influence decision making.
- Once a conflict of interest is identified trustees will endeavour to prevent it from affecting decision making by
 - ◇ finding an alternative way forward which doesn't involve the conflict of interest
 - ◇ Taking appropriate steps to manage the issue which may involve the person(s) concerned not taking part in discussions and decisions about the issue.
- The Charity Commission will be consulted if there is a serious conflict of interest
- Conflicts of interest will be recorded in writing either in minutes of a trustees meeting or by letter/email and will be kept by the Secretary of the charity.

Complaint Handling

A complaint may come from any person who has a legitimate interest in the activities of HCF. This may include supporters, people who do work for the charity on a voluntary or paid basis, or people who are financially supported by the charity.

It is the policy of Holme Christian Fellowship that:

- Any complaint is taken seriously and is investigated in a timely and fair manner.
- All trustees are made aware of a complaint as soon as possible after it is made.
- Complaints may be made verbally, by letter, or by email. If verbal, then the person receiving the complaint will keep a written record of the complaint including the date and time when it was made.
- Every reasonable effort is taken to resolve complaints in a way that relationships are repaired
- The trustee who is responsible for the issue which has given rise to the complaint will normally be the person who endeavours to resolve the matter in the first place.
- Should this not be possible, or should this not be effective then the trustees will jointly decide a way forward, referring this to the Chairman of Trustees for resolution.
- The Secretary will keep a record of all complaints

Safeguarding Beneficiaries

It is the policy of Holme Christian Fellowship that:

- Trustees and anyone representing HCF will ensure that confidentiality is maintained at all times and will be careful to take no steps (written or spoken) which may put people we work with at risk.
- Charity literature, the web site, DVDs will be carefully vetted by at least one trustee before becoming public to ensure that nothing is disclosed which may result in risk to the people we work with.

Volunteer Management

- Holme Christian Fellowship benefits from the help of volunteers.
- Volunteers who are going to be involved with children or vulnerable adults when undertaking a HCF activity either in UK or abroad must have an enhanced DBS/CRB check which is less than three years old and a valid Safeguarding Qualification.

Investments

Any deposits which are held are held within accounts at the bank used by the charity. Any other investments would only be made in special circumstances where the trustees were in agreement and after taking professional advice.

Risk Management

It is recognised that there are many risks associated with the operation of any organisation, including a charity. Trustees recognise that it is their responsibility to manage risks, but always keeping their minds, hearts and ears open to the will of our God who may well test us in ensuring that we are listening to him.

Types of risks which could arise include:

- Receiving less funding than had been anticipated.
- Changes in UK and foreign government policy which could affect both donations the charity receives and the way in which it is able to make donations in certain areas of the world.
- Damage to the charity's reputation

The general principle of risk management is that any possible risk is notified to all trustees as soon as possible and that there is a collective and collaborative approach to dealing with it.

Particular activities targeted to minimise risk are:

- The condition of all charity funds is reviewed in detail at every Trustees meeting and adjustments made to support as deemed reasonable by the trustees. Management accounts are circulated to all trustees monthly and adjustments made collectively by all trustees if there is anything which shows up to be significantly different to plan.
- Trustees recognise that high ethical standards are an essential part of developing and maintaining a good reputation. However, it is recognised that unjust accusations can be made against the charity or any of its trustees and people who it supports and also that people can make mistakes. It is the policy of HCF that
 - ◇ Trustees will work collectively in addressing any issues which may arise
 - ◇ Every reasonable attempt will always be made to establish the truth behind any incident or issue so that it can be dealt with honestly and openly

Data Protection

Holme Christian Fellowship will hold the following personal information:

- ◇ Contact details of all church members and friends
- ◇ Gift Aid records
- ◇ Accounting records
- ◇ Payroll records

This data is held both on paper and electronically. Access to this data is limited to HCF Trustees and / or their professional advisors.

The data is only used for the purpose of mailing information and other pastoral activities. It will not be sold or made available to anyone else to use.