



## St Laurence Church PCC General Complaints Procedure

St Laurence Church Parochial Church Council (PCC) is committed to its role which primarily includes “*cooperation with the minister in promoting in the parish the whole mission of the Church, pastoral, evangelistic, social and ecumenical.*” But there may be a time when you need to complain.

This complaints procedure is for those who are unhappy about matters (other than those shown in the box below) for which the PCC is responsible.

If your complaint is about:

- Safeguarding of Children or Vulnerable Adults: please contact the Parish Safeguarding Co-Ordinator or the Diocesan Safeguarding Adviser (07342 993 844)
- The Rector or another minister: if you are unable to resolve this informally with the minister concerned, please raise the matter with the Area Dean or Archdeacon.
- Your employment by the PCC: if you are a PCC employee, please refer to the grievance procedure provided in your terms and conditions of employment.
- If you believe a criminal offence has been committed, you should report this to the police.

For other matters, please follow the procedure shown below.

### Stage One - Informal Resolution

In many cases, a complaint is best resolved between the complainant and the person responsible for the issue that is being complained about. We expect that all reasonable efforts will be made to resolve the issue swiftly on an informal basis if possible and appropriate.

However, we appreciate that this isn't always possible or appropriate and therefore have the following process in order to deal with formal complaints raised.

### Stage Two - Formal

The complaint should be made to the PCC Secretary in writing (email is acceptable: enquiries@stlaurence.info) and should include:

- Your full name and contact details
- What you think went wrong and how it affected you
- The outcome you are seeking, i.e. what you think should be done to put matters right.

The PCC will aim to contact you within two weeks of receiving your complaint, and agree with you the timescales within which a decision will be reached. The PCC will investigate the issue (or allocate the investigation to an appropriate person) and make a decision as to the appropriate action and communicate this to all parties within the agreed timescales.

It is hoped that an acceptable resolution can be found, and the complaint can be concluded to your satisfaction. However, if this is not the case and you decide to go to the third stage you must, within three weeks of receiving the decision, inform the PCC of your intention to initiate stage three.

### **Stage Three - Final**

If you are not satisfied with the outcome at stage two you should, within three weeks of receiving notification of the outcome, write to the Archdeacon who will review the PCC's investigation and actions taken so far and make a decision as to whether they deem the PCC's actions to be sufficient or whether further actions are appropriate. The Archdeacon will agree with you a timescale within which a decision will be made.

A final decision will be communicated to you within the agreed period of time. This will be the final response to your complaint.

If you remain dissatisfied, you may wish to consider contacting the Charity Commission. Although PCCs are independent bodies they are charities and as such are regulated by the Charity Commission. The Charity Commission can be contacted via their website <https://www.gov.uk/complain-about-charity>.

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<sup>i</sup> Parochial Church Council (Powers) Measure (1956)