

Complaints Policy & Procedure in Respect of Safeguarding

PCC Commitment

The 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 for which the PCC is responsible that have affected them. Prior to using this formal procedure, the PCC encourages an informal approach to the Vicar or a Churchwarden to see if the matter can be resolved in that way.

You can also complain to:

The Diocesan Safeguarding Manager at 01749 588907 or via email at safe.guarding@bathwells.anglican.org

Making a complaint to the PCC

Complaints should be made in writing or by email to the Standing Committee whose name and contact details are set out below. The Standing Committee will ensure that your complaint is:

- treated seriously
- handled fairly without bias or discrimination
- treated confidentially.

You should complain within 3 months of the event that you are complaining about. You need to set out:

- your full name and address
- what you think went wrong and how it has affected you including enough details to show why you are aggrieved
- what (if anything) you think the Standing Committee should do to put it right

If someone else complains on your behalf, the PCC will need written confirmation from you saying that you agree for that person to act for you.

The Standing Committee should immediately record receipt of a complaint.

Contact

The Rector: james@sjyeovil.org.uk

The Wardens: warden1@sjyeovil.org.uk or warden2@sjyeovil.org.uk

How your complaint will be dealt with

The Standing Committee will write to you or send you an email to confirm receipt of your complaint within 14 days of its receipt and arrange for it to be considered by the Standing Committee. If your complaint refers to particular individuals who are members of the Standing Committee it will meet without them being present.

The PCC's Standing Committee will look fairly into your complaint including seeking the views on the matter from any individuals, whether members of the Standing Committee or otherwise, to which your complaint refers. The Standing Committee may appoint one or more persons to look into the matter on its behalf but it will be the Standing Committee that makes any decisions. The Standing Committee and any such appointed persons will treat the matter confidentially.

The Standing Committee may invite you to present your complaint to them. If so, you may attend with a friend/representative if you wish. The meeting should be held as informally as possible. The Chair will explain the purpose of the meeting, introduce the members and emphasise confidentiality. The meeting will be minuted by the Committee.

The Standing Committee will write to you with the conclusions from the Standing Committee's review and reasons for that outcome. The Standing Committee will aim to respond to you in this way as soon as possible, and no longer than 6 weeks after receipt of your complaint.

This will be the Standing Committee's final response to your complaint.

If you remain dissatisfied, you may wish to consider contacting the Charity Commission as while Parochial Church Councils are independent bodies they are charities and as such are regulated by the Charity Commission. The Charity Commission can be contacted either via their website <https://www.gov.uk/complain-about-charity> or by writing to them at Charity Commission First Contact, PO Box 1227, Liverpool L69 3UG.