



Complaints Policy

1 Scope of this Policy

This policy applies to concerns that any person may have regarding any aspect of the activities or affairs of the Church. Without limitation, it includes concerns of members of the Church, others assisting with or participating in Church activities and those living within the Parish and it includes concerns relating to acts or omissions of the Church, the policies of the Church and the conduct of anyone associated with the Church.

This policy does not apply to (i) any matter within the scope of the Church's Grievance Policy, (ii) any matter relating to clergy that is the subject of disciplinary proceedings under the Clergy Discipline Measure 2003 or (iii) any matter that is handled through the separate Diocesan procedure relating to grievances against licensed or commissioned ministers. In addition, safeguarding matters should be handled in accordance with the Church's safeguarding procedure.

2 Informal Resolution

Those with concerns are encouraged to attempt to resolve them informally prior to resorting to a formal complaint. The informal steps that they may take include talking to the person responsible for the matters to which the grievance relates, the Churchwardens or the Vicar.

3 Raising a Formal Complaint

If any person wishes to raise a formal complaint, they should write to the Churchwardens via the Church office. The letter or email should state that it comprises a formal complaint, outline the concern and state what steps have been taken to resolve the concern informally. It would also be helpful if the complainant could indicate what they would regard as a satisfactory outcome.

4 Action following a Formal Complaint

The circumstances that may give rise to a formal complaint are so varied that it is not appropriate to prescribe a single process applicable to all of them. Hence, following receipt of a formal complaint, the Churchwardens will agree how it should be handled.

In some circumstances, the Churchwardens may notify the Parochial Church Council of receipt of the complaint and may seek guidance from the Council. They may also arrange for the relevant matter to be investigated by themselves or someone nominated by them and the complainant may be invited to a meeting to discuss that matter.

In any event, the Churchwardens will in writing acknowledge receipt of the formal complaint and, at an appropriate time, write to the complainant informing them in general terms of what (if any) action has been or will be taken in relation to the relevant matter.

5 Further Complaint

If the complainant is not satisfied in the way in which their formal complaint is being handled or the action that has been or is intended to be taken in relation to the relevant matter, they

may write to the secretary of the Parochial Church Council. The letter or email should enclose a copy of their formal complaint and state the reasons why the complainant is not satisfied. The Council will then decide what further action (being matters within its legal authority), if any, should be taken.

6 Conflicts of Churchwardens

The Churchwardens will usually act jointly in relation to all matters to do with any complaint. If, however, the complaint calls into question the individual conduct of one of them then that Churchwarden shall not be involved in the complaint process and the other Churchwarden shall act alone in relation to it. If the complaint calls into question the conduct of both Churchwardens, then they shall appoint another member of the Parochial Church Council to perform all of their duties under this policy in relation to that complaint.

This policy was adopted by the Parochial Church Council on 19 November 2018. Prior to the second anniversary of its adoption, the Churchwardens will review its operation and report to the Council with a view to the Council determining whether any changes should be made.

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