

# Complaints Policy and Procedures



## Introduction

Responsibility for the management of St Martin's Church is shared between the Parochial Church Council (PCC) and the Rector. The church is a registered charity, with the charity number 1130720.

Our primary purpose as a church is the promotion of the Gospel of our Lord Jesus Christ, according to the doctrines and practices of the Church of England. Our main charitable purpose is therefore the advancement of religion. The PCC is required by the Parochial Church (Powers) Measure 1956 to co-operate with the Rector in promoting in the parish the whole mission of the church, pastoral, evangelistic, social and ecumenical.

St Martin's Church is the parish church of the parish of Liskeard. As such it comes into contact with many of the residents of Liskeard and the surrounding area, as well as visitors to the area. Whilst we strive to be a welcoming, caring and considerate church, there may be occasions when you need to complain about something for which the Rector or the PCC have responsibility. Prior to using this formal procedure, the PCC encourages an informal approach to the Rector, the parish administrator or a Churchwarden to see if the matter can be resolved in that way.

## Exceptions to this policy and procedures

### *Safeguarding of Children or Vulnerable Adults*

If your complaint is about Safeguarding of Children or Vulnerable Adults; please in the first instance, contact the Parish's Safeguarding Officer, Mrs Val Marshall:

- Telephone - 01579 363132,
- Email - [vjm@tutanota.com](mailto:vjm@tutanota.com)
- Write to – Mrs Val Marshall, c/o St Martin's Church Centre, Church Street, Liskeard, PL14 3AQ, and mark the envelope "Private and confidential – addressee only".

### *The Rector or another minister*

If your complaint is about the Rector or another minister, in the first instance please raise the matter with the Rector. If the matter remains unresolved you could contact the Simon Cade, the Diocesan Secretary at Truro Diocese on 01872 274351 or by emailing [simon.cade@truro.anglican.org](mailto:simon.cade@truro.anglican.org).

You may wish to read the leaflet "I have a complaint about misconduct by a member of the clergy – what can I do?" at <https://www.churchofengland.org/sites/default/files/2017-10/makingcomplainta4.pdf>.

### *Your employment by the PCC*

If you are a PCC employee and your complaint is employment related, please refer to and follow the grievance procedure provided for in your terms and conditions of employment and the PCC's employment handbook.

## Making a compliant

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

- treated seriously;
- handled fairly without bias or discrimination; and
- 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;

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- what (if anything) you think the PCC 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 PCC Secretary should immediately record receipt of a complaint in a log.

## How your complaint will be dealt with

The PCC Secretary 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 PCC's Complaints Committee<sup>1</sup>. If your complaint refers to particular individuals who are members of the Complaints Committee it will meet without them being present.

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

The Complaints 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 PCC Secretary will write to you with the conclusions from the PCC Complaints Committee's review and reasons for that outcome. The PCC Secretary 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 PCC's final response to your complaint.

If you remain dissatisfied, you may wish to consider contacting the Diocese of Truro or the Charity Commission.

The Diocese of Truro can be contacted via their website: <https://www.trurodiocese.org.uk/contact-us/> or by writing to it at Church House, Woodlands Court, Truro Business Park, Threemilestone, Truro TR4 9NH, or by telephoning 01872 274351.

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.

This policy was adopted by the PCC on 26 June 2018.

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<sup>1</sup> The PCC's Complaints Committee comprises the Rector (Chair), the Church Wardens, The PCC Secretary and the PCC Treasurer.