

ST JAMES'S CHURCH, PICCADILLY COMPLAINTS POLICY

1. SCOPE

This policy applies to all complaints, verbal or written, received by St James's. It does not apply to grievances by members of St James's staff, which shall be managed in accordance with the Staff Grievance Policy as approved by the PCC.

2. PURPOSE

This policy is designed to ensure an effective process for the management of complaints.

3. BACKGROUND

St James's welcomes and encourages a culture of openness, transparency and honesty, within which comments, feedback and complaints, from members of the St James's community and beyond, are welcomed and embraced.

4. POLICY

a) Informal stage

Wherever possible, complaints shall be resolved through a process of informal discussion with a relevant member of staff and/or the Rector.

b) Formal stage

In the event that the complainant is dissatisfied with the informal process to resolve the complaint, he/she shall be entitled to write to either the PCC Secretary or the Rector setting out clearly the basis of the complaint and expectations of the outcome from raising the complaint. The complainant shall be invited to a meeting with the Rector and a churchwarden, who shall consider the complaint and any action needed, except that in the case that if the complaint is about the Rector, the complainant shall be invited to a meeting with both Churchwardens, which the Rector shall also be entitled to attend. A written/email response to the complaint shall then be provided within ten working days. If the complainant is still dissatisfied with the response, he/she may make an appeal in writing to the PCC Secretary or PCC Lay Chair. The PCC Lay Chair, along with other PCC members not so far involved in hearing the complaint, shall then review the decision further in consultation with the Rector and Churchwardens.

In the event that the complaint is irreconcilable by the Parish, a complainant has the right to take up the matter with the Archdeacon.

Approved by PCC 31 January 2022