

# Complaints Policy

## 1. Introduction

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. These could be policies, procedures, decisions, events or services. Prior to using this formal procedure the PCC encourages an informal approach to the Rector or a Churchwarden to see if the matter can be resolved in that way.

## 2. Which sorts of disclosures are not covered under this policy?

2.1 Any concerns relating to the safeguarding of children or vulnerable adults should be reported to the Parish Safeguarding Officer:

Pippa Aslet  
[safeguarding@sherborneswithpamber.org](mailto:safeguarding@sherborneswithpamber.org)  
07798 550023

Any safeguarding concerns involving a member of the clergy or another church officer should be reported to the Diocesan Safeguarding Officer:

Jackie Rowlands  
[safeguarding@winchester.anglican.org](mailto:safeguarding@winchester.anglican.org)  
01962 737317

2.2 If your concern is that a child or a vulnerable adult is in imminent danger of harm, you should immediately contact the police on 999, before contacting the Officers named above. All safeguarding concerns will be dealt with in accordance with the [SWP Safeguarding Policy](#).

2.3 A concern related to bullying or harassment should be addressed according to the diocesan [Bullying and Harassment Policy](#).

2.4 A concern relating to malpractice or wrongdoing should be addressed in accordance with the [SWP Whistleblowing Policy](#)

2.5 Members of staff wishing to raise a complaint related to their contract or conditions of employment should raise a grievance following the steps outlined in their contract.

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### 3. Making a complaint

Complaints should be made in writing or by email to the PCC Secretary whose name and contact details are set out below.

Mrs Judith Simpson  
The Rectory, Vyne Road  
Sherborne St John  
Basingstoke  
RG24 9HX

[secretary@sherborneswithpamber.org](mailto:secretary@sherborneswithpamber.org)

The PCC Secretary 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 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 5 days of its receipt and arrange for it to be considered by the PCC's Standing Committee. If your complaint refers to particular individuals who are members of the Standing Committee it will meet without them being present.

The Standing 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 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.

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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 Standing 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 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.

Revd Stewart Deering (Rector)  
Mrs Lynda Harding (Churchwarden)  
Mr Tim Aslet (Churchwarden)