

ST. PETER'S. WOOLTON - COMPLAINTS PROCEDURE

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.

This procedure is not for complaints against the following:

1. The Rector or another minister
2. Safeguarding issues
3. Bullying or harassment
4. Employment issues

More details of these can be found in the appendix at the end.

MAKING A COMPLAINT

Complaints should be made by email to the PCC Secretary (pccsecspw@gmail.com) within 3 months of the event you are complaining about. Alternatively, put a written complaint to the PCC secretary via the hub (address is at the end of this document). You need to set out:

- Your full name address and any other contact details.
- What you think went wrong and how it has affected you. This should show enough details to show why you are aggrieved, including any evidence that you have.
- What (if anything) you think the PCC could do to bring this to resolution.
- If someone is complaining on your behalf, confirmation that you agree for that person to act for you.

The PCC secretary will ensure your complaint is:

- treated seriously.
- treated confidentially.
- handled fairly without bias or discrimination.
- entered on the log and arrange for it to be dealt with by the complaints committee.

HOW THE COMPLAINT WILL BE DEALT WITH.

1. The PCC secretary will respond to you and arrange for it to be considered by the complaints committee within 14 days of its receipt.

2. The PCC complaints committee will be set up by the rector and wardens to consider the complaint. The constitution of the committee will be formed to ensure that the complaint is dealt with competently, fairly, confidentially and timely.
3. The complaints committee may require a meeting with you, or others before a decision can be made. Anyone who is consulted will be informed that confidentiality is required. If you are invited to meet them, you may bring someone with you. The meeting will be as informal as possible. The chair will explain the purpose of the meeting, introduce the other members, and emphasise confidentiality. The meeting will be minuted.
4. The PCC secretary will email / write to you with the conclusions of the complaints committee and the reasons for that outcome. This should be within 6 weeks of the receipt of your complaint. If there is a delay for any reason, the PCC secretary will contact you with a reason for the delay within the 6-week period.
5. These conclusions will be the PCC's final response to the complaint.

If the complaint is concerning the PCC secretary, your complaint can be sent for the attention of the Rector and Wardens at the address below.

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.

CONTACT: pccsecspw@gmail.com

PCC Secretary, The Hub, Simon Peter Centre, St. Peter's Church, Woolton, Liverpool, L25 5JF.
Phone: 0151 428 6810

APPENDIX:

If your complaint is about:

Safeguarding of Children or Vulnerable Adults; please in the first instance contact the Diocesan Safeguarding Officer at safeguarding.team@liverpool.anglican.org

The Vicar or another minister; please raise the matter with the Vicar. If the matter remains unresolved you could contact the Archdeacon, via the Hub. 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/media/1937470/makingcomplainta4.pdf> .

Bullying or Harassment (by adults); you may find it helpful to consult the City Council policy on this at:

<https://liverpool.gov.uk/media/1358410/anti-bullying-and-harassment-policy-statement.pdf>

Your employment by the PCC; if you are a PCC employee please refer to and follow the grievance procedure provided for in your terms and conditions of employment.