



# St John the Baptist Church Kingston Bagpuize with Southmoor

Ref. SJB - P3

## Complaints Policy & Procedure

Where someone, whether a service user or visitor, wishes to complain about the service that they have received from a member of staff/ volunteer they should contact the vicar or one of the church wardens. If the complaint relates to the Children's and Families Worker (CFW) at St John the Baptist Church, they should contact a member of the CFW Management Committee. If the complaint is against one of the above mentioned people or they feel that their complaint has not been dealt with satisfactorily then they may contact an appropriate member of the PCC

The process for complaints should follow the following stages:

- Informal, which can be verbal
- Formal, which may involve verbal and or written complaints
- Review or appeal panel

### 1. Informal stage

Whenever a complaint is received either by telephone, verbally or in writing it should be recorded immediately in a book. A book for complaints should be kept and employees and volunteers should know where it is. The complaint should be acknowledged and the complainant kept informed at all stages. Each complaint will be investigated within seven days by three of the following staff: The Vicar, Churchwardens and members of the Parochial Church Council (PCC).

Following this the complainant will receive a written response within two weeks of the complaint being lodged. At this stage negotiation should take place with the complainant to attempt to redress the complaint. If this is possible the staff member / volunteer and appropriate Management Committee or PCC member, along with the complainant should record the outcome of the informal stage.

### 2. Formal stage

If the complainant is not satisfied with the explanation and decision made or if the complainant wishes to involve a more senior person they may use the more formal approach and write within 28 days directly to the Vicar as Chair of the PCC or an appropriate person. The complainant may use another person to write the complaint. A response will be made within 28 days of receipt of the complaint informing the complainant of the decision made.

Author  
Reviewer

Susan Green  
Julie Carpenter

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Authorised at PCC meeting held on 18 January 2016  
Review date March 2017



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If the complainant is not satisfied with the response/decision made they may elect to appeal and an appeal panel will be established to investigate the matter further.

### 3. Appeal Panel

The Appeal panel should consist of one CFW Management Committee member, one member of the PCC and one independent person who shall act as Chairperson. The complainant will be invited to attend the appeal; panel, with a friend/representative if required. The meeting shall be held as informally as possible. The Chairperson should explain the purpose of the meeting, introduce the members and emphasise confidentiality. All members may make a written and verbal presentation to the panel. Proceedings should be minuted. People making presentations can be asked questions.

The panel should make recommendations on the complaint to the Vicar within 7 days. The Chairperson will then consult with the panel and a decision made. This decision will be made known in writing within 28 days of the panel meeting, outlining the reasons for the decision and any action proposed as a result.

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