



St Faith and St Laurence Church, Harborne

St Faith and St Laurence Church

Safeguarding Policies

Policies for Wellbeing

Data Privacy Notice



St Faith and St Laurence Church, Harborne

Preface	2-3
Promoting a Safer Church, Parish Policy Statement.....	4-5
Contact Information	5
St Faith and St Laurence Church Child Protection Policy	6-7
St Faith and St Laurence Church Vulnerable Adults Policy	8
St Faith and St Laurence Church Parish Policy for Responding Well to Adult Survivors of Abuse.....	9
St Faith and St Laurence Church Parish Statement on Domestic Abuse and Policy for Responding to Domestic Abuse.....	10-11
St Faith and St Laurence Church Recruitment of Ex-Offenders	12-13
St Faith and St Laurence Safeguarding Complaints Procedure.....	14-15
Whistleblowing Policy.....	16-18
Complaints and Grievances Procedure.....	19-22
Prevention of Bullying and Harassment.....	23-26
Data Privacy Notice	27-28



Preface

This pack sets out the policies and procedures for safeguarding the children, young people and adults who participate in activities at St Faith and St Laurence parish church, Harborne, Birmingham.

Safeguarding is the action the Church can take to promote a safer culture and is about protecting people with regards to their health, wellbeing and human rights.

It is everyone’s responsibility: every individual who participates in the life of the Church has a role to play in promoting a safer Church for all.

Aim

The aim of safeguarding is to support and maintain a safe environment within which everyone can flourish, but has a particular focus on those who are more vulnerable due to their age or life circumstances.

Our policies adhere to the requirements of the Diocese of Birmingham and the Church of England.

This pack sets out our policies and procedures to ensure everyone is safe. This means the church will promote the welfare of children, young people and adults, work to prevent abuse from occurring, seek to protect those that are at risk and respond well to those who have been abused.

Scope

The Church recognises the following types of abuse:

• Physical abuse	• Domestic abuse	• Emotional / Psychological abuse
• Sexual abuse	• Financial abuse	• Spiritual abuse
• Neglect	• Self-neglect	• Discriminatory abuse
• Organisational / Institutional abuse	• Modern slavery / Trafficking	• Digital abuse
• Coercive control	• Grooming	• Specialist types of abuse*

* Honour based violence, Forced marriage, Female genital mutilation, Women and girls in black and minority ethnic communities, elder abuse, child and adolescent to parent abuse.

The policies apply to everyone involved in a working capacity at the church; including all clergy, churchwardens, members of the Parochial Church Council (PCC), everyone carrying out any sort of church activity or non-church related activity within the church premises,



St Faith and St Laurence Church, Harborne

regardless of whether a person is paid for their work or not, has been elected to a position, or has volunteered.

Each individual who attends any service, activity or event at the church premises is covered by our safeguarding policies, irrespective of whether the activity or event has been organised by the church. Volunteers and organisers of non-church related activities held on church premises are required to either provide us with a copy of their own safeguarding policy.



Promoting a Safer Church, Parish Policy Statement

The Parochial Church Council of **St Faith and St Laurence Church** agreed to adopt all of the House of Bishop's safeguarding policy and practice guidance and The Church of England – Birmingham's procedures for their implementation on **March 10th 2026**

All forms of abuse are wrong and must stop

The care and protection of children, young people and vulnerable adults involved in Church activities is the responsibility of the whole Church. Everyone who participates in the life of the Church has a role to play in promoting a safer Church for all.

Our commitments:

- 1. Promoting a safer environment and culture**
- 2. Safely recruiting and supporting all those with any responsibility related to children and vulnerable adults within the Church**
- 3. Responding promptly to every safeguarding concern or allegation**
- 4. Caring pastorally for victims/survivors of abuse and other affected persons**
- 5. Caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons**
- 6. Responding to those that may pose a present risk to others**

We will implement good safeguarding practice by ensuring:

- *the welfare of the child, young person and vulnerable adult is paramount;*
- *a leadership commitment, at all levels, to the importance of safeguarding and promoting the welfare of children, young people and vulnerable adults;*
- *our safeguarding policy is available to all church officers;*
- *a clear line of accountability within our church for work on safeguarding;*
- *clear reporting procedures to deal with safeguarding concerns and allegations;*
- *we report all concerns and allegations against church officers to the Bishop's Safeguarding Adviser and statutory agencies;*
- *clear roles for church officers;*
- *we have clear arrangements for support and/or supervision of church officers;*
- *all church officers working with or in contact with children, young people and/or vulnerable adults attend diocesan safeguarding training;*



St Faith and St Laurence Church, Harborne

- *our practice and services are informed by on-going learning, review and by the views of children, young people, families and vulnerable adults;*
- *safer recruitment procedures are in place;*
- *effective working with statutory and voluntary sector partners;*
- *we have publicly advertised arrangements for children, young people and vulnerable adults to be able to speak to an independent person, as required;*
- *our complaints and whistleblowing procedures are well publicised;*
- *effective information sharing;*
- *good record keeping.*

If you have any concerns or need to talk to someone
please contact

- **Sally Griffiths (Parish Safeguarding Co-ordinator) 07940 758 396**
- **Revd David Parker (Priest-in-Charge) 07532 338 961**
- **Sue Glanvill (Vulnerable Adults Contact) 07934 933 629**

If you cannot contact the person above and someone is being harmed or is not safe and needs immediate help, dial 999, or contact social care services, or, for a child, the NSPCC helpline 0808 800 5000

Other useful contacts:

Bishop's Safeguarding Adviser	07342 993 844
Childline	0800 1111
LGBT Domestic Violence Helpline	0300 999 5428
Samaritans	116 123
Safe Spaces (Church-related abuse)	0300 303 1056
Domestic Violence Helpline	0808 2000 247
Stop It Now! Helpline	0808 1000 900
Birmingham & Solihull Women's Aid (BSWA)	0808 800 0028
Elder Abuse Helpline (Hourglass)	0808 808 8141
Men's Domestic Violence Helpline (Refuge)	0808 801 0327
Family Lives Helpline	0808 800 2222
National Association of People Abused in Childhood	0800 085 3330

<i>Local Authority Children's Social Care Services:</i>	<i>Local Authority Adult Social Care Services:</i>
0121 303 1888 (Birmingham)	0121 303 1234 (Birmingham)
0121 569 3100 (Sandwell)	0121 569 2266 (Sandwell)
0121 788 4333 (Solihull)	0121 704 8007 (Solihull)
0800 1313 126 (Staffordshire)	0345 604 2719 (Staffordshire)
01926 414144 (Warwickshire)	01926 412080 (Warwickshire)
01905 822666 (Worcestershire)	01905 768053 (Worcestershire)



St Faith and St Laurence Church Child Protection Policy

The Parish Church Council of St Faith and St Laurence Harborne recognises the need to safeguard the children and young people in our care and guard against the possibility of any form of abuse of children and young people by persons who may be acting in the name of our church. We aim to create a safe environment for the nurture and development of children and young people, in order for them to feel valued and confident to ask for support and help. Children and young people are a precious gift from God and we have a clear responsibility to do all that we can to ensure their safety and well-being. We will treat them with respect, take their views seriously and always take appropriate action to ensure their welfare is given priority. We will pay particular attention to children and young people with additional needs, physical, behavioural, learning – or from minority ethnic groups to ensure their full integration and protection within the church family. We will create policies and procedures that uphold the importance of our responsibility to protect and safeguard the welfare of children and young people entrusted to our care. A Parish Safeguarding Children Co-ordinator will be appointed to ensure the implementation of this policy.

Our Policy

- We commit to providing a safe physical environment for work with children and young people.
- We will ensure that the children and young people in our care know who they can talk to if they have any concerns.
- We will always listen to and take seriously any child or young person who reports that they have been abused, following our procedures.
- We recognise our responsibility to always respond to and report abuse in whatever context, inside or outside the church environment.
- We will always report allegations of abuse and concerns about a child or young person in accordance with our procedures
- We will always report all allegations of abuse to the appropriate statutory agency and to the Bishop's Safeguarding Children Adviser.
- We will keep all records in relation to safeguarding concerns, allegations and the recruitment of volunteers and paid workers securely.
- We commit to informing the whole church community about our child protection policy and procedures
- We commit to the safe recruitment of all new and current volunteers and paid workers who have contact with children and young people.
- We will assess all new and current volunteer and paid worker roles and, where the role is deemed to be eligible, apply for an appropriate level criminal record check every three years.
- We commit to providing every worker and volunteers with clear instructions and information in respect of their role, adequate support and supervision and regular opportunities for review.



St Faith and St Laurence Church, Harborne

- We accept responsibility for initiating and providing initial and on-going training for all our paid workers and volunteers.
- We will suspend a worker or volunteer about whom there are concerns or against whom an allegation has been made as a neutral act while an investigation into the allegation/ concern is conducted.
- We will ensure appropriate supervision of anyone who is known to have offended against a child or young person who attends activities organised by the Parish Church Council of St Faith and St Laurence Church
- We commit to the support of child and adult survivors of abuse.
- We commit to providing adequate support and guidance to any individual within our church community who is accused of causing harm to a child or young person in our care.
- We require all organisations who hire our premises to have their own child protection policy and procedures, to provide us with an assurance that these are implemented and to provide us with a copy.
- We will review our child protection policy annually to ensure that it meets all current legislation, House of Bishops' Policies and God's Children: Our Diocese.

Our Procedures

- We will have a published health and safety policy and have regular checks of the environment for safety.
- We will ensure that there is easy access to a named person or persons with whom concerns can be shared
- If a concern is shared with a member of the congregation, a volunteer or a paid worker it will be reported as soon as possible (within 24 hours) to the Priest-in-Charge or Parish Safeguarding Co-ordinator so that appropriate action can be taken.
- We will use the DBS eligibility chart and the regulated activity decision making flow-chart to make decisions about DBS checks
- All volunteers, whether checked by the DBS or not will be given a role outline and reminded of their responsibilities around abuse and care of children
- We will ask all volunteers to complete an agreement form explaining their role and support.
- We will keep a list of volunteer contact information which will also enable us to keep a check of the need for DBS checks and rechecks.

Our Parish Safeguarding Co-ordinator is Sally Griffith.

Adopted: November 2020

Annual review due in: March 2027



St Faith and St Laurence Church Vulnerable Adults Policy

Our Policy

- We recognise that everyone has different levels of vulnerability and that each of us may be regarded as vulnerable at some time in our lives.
- As members of this parish we commit ourselves to respectful pastoral care for all adults to whom we minister.
- We commit ourselves to the safeguarding of people who may be vulnerable, ensuring their well-being in the life of this church.
- We commit ourselves to promoting safe practice by those in positions of trust
- The parish commits itself to promoting the inclusion and empowerment of people who may be vulnerable.
- It is the responsibility of each of us to prevent the physical, emotional, sexual, financial and spiritual abuse of vulnerable people and to report any such abuse that we discover or suspect.
- We undertake to exercise proper care in the appointment and selection of those who will work with people who may be vulnerable.
- The parish is committed to supporting, resourcing, training and regularly reviewing those who will work with people who may be vulnerable.
- The parish adopts the guidelines of the Church of England and the Diocese.
- Each person who works with vulnerable people will agree to abide by these recommendations and the guidelines established by this church.

Our Vulnerable Adult Contact is Sue Glanvill.

Our Procedures

- We will have a published health and safety policy and have regular checks of the environment for safety.
- We will ensure that there is easy access to a named person or persons with whom concerns can be shared
- We will use the DBS eligibility chart and the regulated activity decision making flow-chart to make decisions about DBS checks
- All volunteers, whether checked by the DBS or not will be given a role outline and reminded of their responsibilities around abuse and care of vulnerable adults.
- We will ask all volunteers to complete an agreement form explaining their role and support.
- We will keep a list of volunteer contact information which will also enable us to keep a check of the need for DBS checks and rechecks.

Our Parish Identity Verifier is Corinne Treacy.

Adopted: November 2020

To be reviewed: March 2027



St Faith and St Laurence Church Parish Policy for Responding Well to Adult Survivors of Abuse

The parish of St Faith and St Laurence acknowledges that abuse takes place and may have negative and life-long effects.

As a church:

- We accept that we have a responsibility to make known that the Diocese provides listening support and to help those who want this support to access it.
- We are aware that we have a duty, where required, to report and refer abuse to statutory bodies.
- We recognize that if there are concerns in a parish that a child or adult has been or is being abused, that we must refer our concerns to the relevant Bishop's Adviser as set out in God's Children: our Diocese and the Adult Safeguarding Parish Pack.

Adopted: November 2020

To be reviewed: March 2027



St Faith and St Laurence Church Parish Statement on Domestic Abuse and Policy for Responding to Domestic Abuse

All forms of domestic abuse are wrong and must stop

We are committed to promoting and supporting environments which:

- ensure that all people feel welcomed, respected and safe from abuse;
- protect those vulnerable to domestic abuse from actual or potential harm;
- recognise equality amongst people and within relationships;
- enable and encourage concerns to be raised and responded to appropriately and consistently.

We recognise that:

- all forms of domestic abuse cause damage to the survivor and express an imbalance of power in the relationship;
- all survivors (regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity) have the right to equal protection from all types of harm or abuse;
- domestic abuse can occur in all communities;
- domestic abuse may be a single incident, but is usually a systematic, repeated pattern which escalates in severity and frequency;
- domestic abuse, if witnessed or overheard by a child, is a form of abuse by the perpetrator of the abusive behaviour;
- working in partnership with children, adults and other agencies is essential in promoting the welfare of any child or adult suffering abuse.

We will endeavour to respond to domestic abuse by:

- In all our activities –
 - valuing, listening to and respecting both survivors and alleged or known perpetrators of domestic abuse.
- In our publicity –
 - raising awareness about other agencies, support services, resources and expertise, through providing information in public and women-only areas of relevance to survivors, children and alleged or known perpetrators of domestic abuse.
- When concerns are raised –
 - ensuring that those who have experienced abuse can find safety and informed help;
 - working with the appropriate statutory bodies during an investigation into domestic abuse, including when allegations are made against a member of the church community.



St Faith and St Laurence Church, Harborne

- In our care –
 - ensuring that informed and appropriate pastoral care is offered to any child, young person or adult who has suffered abuse;
 - identifying and outlining the appropriate relationship of those with pastoral care responsibilities with both survivors and alleged or known perpetrators of domestic abuse.

If you have any concerns or need to talk to any one please contact the Priest-in-Charge, Revd David Parker.

Adopted: November 2020

To be reviewed: March 2027



St Faith and St Laurence Church Harborne Recruitment of Ex-Offenders

We are committed to the fair treatment of our current and potential employees, volunteers and office holders, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background

As an organisation assessing applicants' suitability for positions which are exempt from the Rehabilitations Act 1974 using criminal record checks processed through the Disclosure and Barring Service (DBS), we will comply fully with the DBS code of practice, all relevant legislation and House of Bishops' Safer Recruitment & People Management guidance and undertake to treat all applicants for roles fairly.¹

We are committed to equality of opportunity for all applicants and aim to select people for roles with us based on their skills, abilities, experience, knowledge and, where needed, qualifications and training. We will consider applicants who have a criminal record on their individual merits

For roles covered by the Rehabilitation of Offenders Act we will not ask an applicant to disclose any criminal history that is spent. We will only ask an applicant about their unspent criminal history.

For roles that are exempt from the Rehabilitation of Offenders Act we will ask applicants to disclose all criminal history, spent and unspent (other than protected cautions and convictions). Where we wish to select the person for the role, we will ask them to apply for a DBS check appropriate to the role.

Where criminal history, or a potential risk of harm, has been disclosed in the recruitment process we will refer this information to the Diocesan Safeguarding Officer for a risk assessment. The Diocesan Safeguarding Officer will advise whether the person may be offered the role. The relevance of the nature of the criminal history to the role applied for will always be assessed and an application

We will only submit an application for a criminal record check to the DBS after a thorough risk assessment has indicated that one is both proportionate and relevant to the role. For those roles where a criminal record check is identified as necessary, all application forms, adverts and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position.

¹ Information for applicants about disclosing criminal history is available on the NACRO website: <https://www.nacro.org.uk/>



St Faith and St Laurence Church, Harborne

We undertake to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

We will ensure that all those who are involved in the recruitment process have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders and eligibility of a role for a criminal record check.

We will take account of convicted offences in relation to the appropriateness of the role applied for.

We undertake not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

This policy will be made available to all DBS applicants at the start of the recruitment process.

Adopted: July 9th 2024

To be reviewed: March 2027



St Faith and St Laurence Safeguarding Complaints Procedure

What Are Safeguarding Complaints?

A complaint can be made, verbally or in writing, when someone feels **the safeguarding policies and procedures** of the Parochial Church Council (PCC) of St Faith and St Laurence Church **have not been followed correctly** or they have been **implemented unfairly**. Disagreement with the professional decisions taken by those appointed by the PCC is NOT by itself grounds for a complaint.

This complaints procedure **MUST NOT** be used when someone is being harmed.

When there is a concern or an allegation that a child or adult who may be vulnerable has been harmed or is being harmed or is at risk of harm and/or when there is a concern or an allegation that an adult or a child may have caused harm to another child or adult who may be vulnerable, this must be reported in accordance with the parish's safeguarding policy and procedures. Report abuse to your Parish Safeguarding Co-ordinator or the Bishop's Safeguarding Adviser, (online at www.cofebirmingham.com/hub/safeguarding/ or telephone 07342 993 844) or, in an emergency, the police on 101 or 999

Complaints Against Ministers

This complaints procedure cannot be used for complaints against ministers. A complaint against a member of clergy should be addressed to the archdeacon or the Bishop of Birmingham. A complaint against a Reader or Lay Minister must initially be addressed to the incumbent.

Managing Complaints

Complaints will be dealt with by the churchwardens who will:

- respond promptly to the person raising the matter,
- listen carefully to the issues of concern,
- impartially examine the issues to ensure fairness to all,
- rigorously explore ways the issues can be resolved,
- accurately and sensitively feedback to the person who raised the issues.



St Faith and St Laurence Church, Harborne

A Person Who Wishes to Make a Complaint Should

- Firstly
 - Talk to the person or group concerned, whenever possible, explaining what the issues are and what they would like to see happen to resolve them. This should be done at the earliest opportunity.
- Then
 - If the complaint can't be resolved through discussion with the person or group concerned, they should speak or write to a churchwarden. Their names and contact details can be found in the magazine. This must be done within a reasonable period of time of the issue arising. The churchwarden will have a conversation with the person and listen to their concerns and what they would like to happen to resolve the issue. The churchwarden will then speak to the person or group the complaint is about, (and anyone else who may have information to help them consider the complaint), and listen to their response. Within a reasonable period of time, after considering all the information, the churchwarden will make a decision and inform both the person who has made the complaint and the person or group against whom the complaint has been made.
- If this decision does not resolve the issue within a reasonable period of time
 - The person bringing the complaint can ask for their concerns to be reviewed by another churchwarden (who has not been involved with the process so far) together with two other PCC members. The churchwarden and two PCC members will consider all the information gathered so far. They may also have conversations with any of the persons involved in the complaint, and any other person who may have information relevant to the concerns, where this would assist them in reaching a decision. Within a reasonable period of time, after considering all the information, the churchwarden and two PCC members will make a decision and inform the person who has made the complaint and the person or group against whom the complaint has been made. They will also inform the first churchwarden and the incumbent. Their decision will be final.
- External
 - If, despite all stages of this procedure having been followed, the person making the complaint remains dissatisfied, they may choose to escalate their concerns to an archdeacon or an independent or statutory agency, as appropriate. If the complaint refers to a breach of the PCC's responsibilities as Charity Trustees, they may refer their concerns to the Charity Commission. If they believe that the PCC or any of the paid or voluntary workers they have appointed has committed a criminal offence they should report this to the police.

Adopted: November 2020

To be reviewed: March 2027



Whistleblowing Policy

Statement of Commitment

St Faith and St Laurence church, Harborne, is a registered charity and, therefore, is a Trust. It encourages a free and open culture in its dealings between Trustees (i.e. the Parochial Church Council), employees/volunteers, post-holders, beneficiaries and with other partner organisations and is committed to being open, honest and accountable.

The clergy, Parochial Church Council (PCC), employees/volunteers and post-holders are committed to:

- conducting themselves ethically, with honesty and integrity
- the highest possible standards of openness, probity and accountability
- good practice and high standards regardless of their role, and
- being supportive of each other.

This policy aims to help individuals raise any serious concerns, including safeguarding issues, they may have about post-holders, colleagues, their employer, or with how the Trust operates, without having to worry about being victimised, discriminated against or disadvantaged in any way as a result.

Scope

This policy is written in the context of the Public Interest Disclosure Act 1998 which protects individuals who 'blow the whistle' on malpractices within their organisation. Although the Act applies to employees and not volunteers, the church is applying the same protection to any person who raises a concern under this policy. It needs to be understood that all members of the congregation have an individual responsibility to bring matters of unacceptable practice, performance or behaviour to the attention of the Priest-in Charge, churchwarden(s) or other relevant person as outlined below.

The policy covers serious or sensitive concerns about wrongdoings such as:

- a criminal offence
- a safeguarding issue
- a failure to comply with any legal or regulatory obligation
- a miscarriage of justice
- health and safety risks
- damage to the environment
- fraud or corruption
- safeguarding issue
- unauthorised use/misuse of the Trust's finances or other resources, or
- concealment of any of the above.



Reasons for Whistle-Blowing

- To prevent the problem worsening or widening
- To protect or reduce risks to others
- To prevent becoming implicated oneself.

How to raise a concern

- Concerns, suspicions or uneasiness about practice or behaviour of any individual should be raised as soon as possible to the Priest-in Charge or churchwarden.
- If the concern is about a safeguarding matter and is about the Incumbent raise the concern with the Archdeacon or Bishop of Birmingham and Diocesan Safeguarding Adviser (DSA)
- If the concern is about any other matter and is about the Priest-in Charge raise the concern the Archdeacon or the Bishop of Birmingham
- Be specific about what practice is concerning, what has been heard or what has been observed
- Ideally put concerns in writing, outlining the background and history, and providing names, dates, times, places and the reasons for concern(s)
- Provide as many facts as possible; do not rely on rumour or opinion
- The whistle-blower is encouraged to put their name to any disclosure. However, any concern raised anonymously will be considered at the discretion of the church, taking into account the seriousness of the issue raised, the credibility of the concern and the likelihood of confirming the allegation from attributable sources.

How the church will deal with the concern

- If the concern about practice, performance or behaviour relates to safeguarding children or adults who may be vulnerable, it should be investigated according to the procedures for safeguarding allegations
- If the concern does not relate to safeguarding children or adults who may be vulnerable, it should be investigated according to the Complaints and Grievances Procedure
- The whistle-blower is not expected to prove the validity of a concern or investigate it
- Within the bounds of confidentiality, the whistle-blower should be given as much information as possible on the nature and progress of any enquiries
- The Priest-in Charge or churchwarden should ensure that the whistle-blower is not harassed or victimised
- In the event of the concern being about the Priest-in-Charge, the archdeacon or Bishop should ensure that the whistle-blower is not harassed or victimised
- No action will be taken against a whistle-blower if the concern proves to be unfounded and was raised in good faith
- Malicious allegations from a whistle-blower will be considered very seriously and may result in disciplinary action in the case of a paid employee or office holder.
- If the suspicions are not proven by an investigation, the matter will be closed. Post-holders, employees or volunteers will not be treated or regarded any differently for raising the concern, and their confidentiality will continue to be protected.
- If the suspicions are proven by an investigation appropriate action will be taken.



St Faith and St Laurence Church, Harborne

Protecting the Individual raising the concern

If an individual raises a concern which they believe to be true, the church will take appropriate action to protect the individual from any harassment, victimisation or bullying. Post-holders, employees or volunteers who raise a genuine concern under this policy will not be at risk of losing their post, job or being asked to leave their voluntary role, nor will it influence any unrelated disciplinary action or redundancy procedures (employees only).

The matter will be treated confidentially if the individual requests this and their name or position will not be revealed without their permission unless the church has to do so by law. If, in other circumstances, the concern cannot be resolved without revealing the individual's identity, the Priest-in-Charge or churchwarden will discuss with the individual whether they wish to proceed.

Adopted: November 2020

To be reviewed: March 2027



Complaints and Grievances Procedure

The Church is required by God to foster relationships of the utmost integrity, truthfulness and trustworthiness. All efforts are made to create an environment where everyone involved in carrying out the work of the church can do so harmoniously together.

It is natural that, despite our intentions, upsets and misunderstandings may occasionally occur. Where someone considers that an upset or concern has arisen to such an extent that they feel a need to make a complaint or grievance this procedure is to be followed. All complaints and grievances will be taken seriously and thoroughly investigated.

Scope

This procedure applies to everyone involved in a working capacity at the church; including all clergy, churchwardens, members of the Parochial Church Council (PCC), everyone carrying out any sort of church activity, regardless of whether a person is paid for their work or not, has been elected to a position, or has volunteered.

Volunteers and organisers of non-church related activities held on church premises are expected to have their own complaints procedure to follow.

This procedure will be followed in all cases unless a policy includes a separate procedure such as in the case of Safeguarding.

Disagreement with the decisions made by PCC and implemented by its' appointees is NOT by itself grounds for a complaint.

Complaints and grievances against clergy that cannot be amicably resolved in the Church are handled through the Clergy Discipline Measure. Complaints or grievances against clergy should be addressed to the Archdeacon or the Bishop of Birmingham.

Complaints and grievances against a Reader or Lay Minister should be addressed to the Priest-in-Charge who will follow this procedure.

If a complaint or grievance relates to or includes an allegation that a child or adult who may be vulnerable has been harmed or is at risk of harm, or that an adult or another child may have caused harm to a child or adult who may be vulnerable, it must be responded to through the St Faith and St Laurence Safeguarding procedures.

What counts as a complaint and a grievance?

A complaint is a written or verbal expression of dissatisfaction or disquiet about an action, or lack of action made (or not made) by a person acting on behalf of the church, or about the policies and procedures of the church.

When the complaint is made by someone who is deployed in a working capacity at church, regardless of whether they are paid or unpaid, about any aspect of their deployment it is usually referred to as a grievance.

A grievance may also be a complaint made in a more formal way. There should always be an attempt to resolve any complaint before moving to the more formal stage of raising a grievance.

A complaint or grievance relating to Safeguarding must be addressed through the Safeguarding Complaints Procedure.



Principles:

These matters should be treated with absolute confidentiality. No action is to be taken without the willing consent of the person who raises the complaint or grievance unless someone is at risk or performing an action which is unlawful.

Throughout any informal or formal action, the principal objective is that of identifying the underlying issues and eliminating the cause of offence as quickly as possible and with minimal recrimination.

The aim always, when responding to complaints and grievances, is to enable them to be resolved informally, speedily and fairly by discussion, problem solving, mediation and negotiation. Problems should therefore be brought direct to the person(s) deemed responsible for the area of dissatisfaction or disquiet and will hopefully be resolved in this way.

Informal Action – Problem Solving

It is expected that most complaints/grievances will be resolved at this informal stage.

1. Anyone raising a complaint or grievance should be advised to:

- Arrange a meeting with the person(s) that the complaint/grievance is about, as soon as possible after the incident has occurred, to discuss the concern(s). If the concern(s) relate to bullying or harassment it is advisable not to meet the person alone and to have someone else in attendance to support the person raising the complaint; this may be a friend or an independent person.

It may be possible for the complaint to be resolved quickly by the two parties meeting and the complainant explaining directly to the person that has caused the upset what has occurred, why, how, the impact it has had and what will put things right. The resolution may be an apology, an agreement to manage things differently in future, or other appropriate action.

2. If the complaint/grievance relates to more than one incident the person should be advised to:

- Keep a factual log of the incidents they are complaining of – dates, times, nature and details of incident
- Keep any emails or other correspondence that provide evidence of the incidents or concerns
- If possible, avoid situations where the incident may re-occur
- Where relevant, speak with others to see if they have experienced the same situation e.g. in a complaint of bullying
- Where relevant, speak with anyone who may have witnessed the incident to seek their support
- If the complaint/grievance relates to your role, check any documentation e.g. role description, to clarify whether your complaint/grievance is valid



St Faith and St Laurence Church, Harborne

- Arrange a meeting with the person(s) that the complaint/grievance is about, to discuss the concerns. If the concerns relate to bullying or harassment it is advisable not to meet the person alone and to have someone else in attendance to support the person raising the complaint; this may be a friend or an independent person. It may be very helpful to involve another person in the meeting to act as a mediator. A mediator should act in a neutral way, assisting the two parties to discuss the concerns and seek a resolution.

It may be possible for the complaint to be resolved at this stage with the complainant explaining directly to the person that has caused the upset what has occurred, why, how, the impact it has had and what will put things right. The resolution may be an apology, an agreement to manage things differently in future, or other appropriate action.

If the person bringing the complaint/grievance is not satisfied with the outcome at the problem-solving stage, s/he may then invoke formal action.

Formal Action

Stage 1

If this does not resolve the situation or if the person does not want to address the matter alone, they should put the complaint/grievance in writing. The recipient will vary as shown here:

- a) The person responsible for coordinating the work of a volunteer
- b) The line manager of a paid employee
- c) A churchwarden if the complaint/grievance is about a) or b)
- d) The Priest-in-Charge if the complainant desires

Their names and contact details can be found in the magazine and on the church website.

The recipient will:

- Respond promptly to the person raising the matter
- Listen carefully to the issues of concern
- Impartially examine the issues to ensure fairness to all
- Rigorously explore ways the issues can be resolved
- Accurately and sensitively feedback to the person who raised the issues

The person raising the complaint/grievance has the opportunity to state his or her case; and to be represented, if they wish at any meeting, by a friend or other supporter.

The recipient will meet with the complainant to listen to and note the facts of the complaint or grievance. S/he will then give to the subject of the complaint or grievance the facts relating to it. The recipient will then interview the subject of the complaint or grievance, who may also be represented by a friend or other supporter if they wish, to listen to their response to the complaint or grievance brought against them. The recipient may then interview any other relevant parties.

The recipient then draws conclusions and informs the complainant and the subject of the complaint or grievance of the outcome, ideally within a week of the complaint or grievance being made. The outcome will be put in writing to both parties.



St Faith and St Laurence Church, Harborne

Stage 2

If the reply given at stage 1 does not satisfactorily resolve the complaint or grievance, the complainant can ask for their concerns to be reviewed by a further panel. The complainant must submit, in writing, the reasons they remain aggrieved within two weeks of receiving the outcome of stage 1.

The review panel will comprise of another churchwarden and two other members of PCC. These three people will not have been involved in the process previously. The Priest-in-Charge should also be involved at this point whether or not involved at Stage 1 unless s/he is the subject of the complaint or grievance.

The panel will receive all the documentation from the previous investigation at Stage 1 and will consider why the complainant continues to feel aggrieved. The panel will then meet with the complainant and his/her supporter, the subject of the complaint or grievance and his/her supporter, and the person who investigated the complaint/grievance at stage 1. Witnesses may be called.

The panel members will then sit alone to form a judgement and make a decision about the complaint or grievance. They will inform the complainant and the subject of the complaint/grievance of the outcome, within a month of the complaint being made. The outcome will be put in writing to both parties.

The decision of the panel representing the PCC will be final. As a result of an investigation into a complaint/ grievance, it may be necessary for the person who was subject to the complaint/grievance to undertake remedial action such as training. Under certain circumstances a refusal to take this action could be a disciplinary issue. Where this is the case advice will be taken from the Diocesan Office.

False Accusation

False accusations are a serious matter. The behaviour of anyone who is found to have made an unfounded, malicious complaint or allegation will be regarded with the utmost seriousness and formal action may be taken. In the case of a clergy person this may be a complaint under the Clergy Discipline Measure 2003. A member of either the clergy or laity could be subject to an action for defamation if they have made false accusations against someone.

Adopted: November 2020

To be reviewed: March 2027



Prevention of Bullying and Harassment

Statement of Commitment

The Church is required by God to foster relationships of the utmost integrity, truthfulness and trustworthiness. St Faith and St Laurence church, Harborne, is committed to promoting dignity and respect at work for all who serve in it. Abusive behaviour, harassment and bullying will not be tolerated.

Harassment and bullying can exist in our churches and local communities, and this can seriously affect relationships and working lives by creating stressful, intimidating and unpleasant environments. For this to occur is offensive in itself and profoundly unacceptable in communities that profess the belief that we are all made in the image of God and are all called to share the life of Christ.

Any behaviour that could potentially undermine someone's dignity and respect should be regarded as unacceptable. If it is not challenged it is likely to escalate and lead to significant difficulties. The behaviour may be challenged by anyone who experiences it and considers it unacceptable, even if they are not the direct recipient.

What is bullying?

It may be characterised as offensive, intimidating, malicious or insulting behaviour that serves to undermine, humiliate or disparage the recipient.

Bullying is most easily identified when it is continuous, frequent, repetitive and part of an overall pattern. However, sometimes abuse may only occur once but may be serious enough to be considered as abusive behaviour and can therefore be treated as bullying.

What is harassment?

Unwanted behaviour related to a protected characteristic (i.e. related to age, disability, gender reassignment, race, religion or belief, sex, and sexual orientation – as set out in the Equality Act 2010), which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for the recipient.

The words bullying and harassment are often used interchangeably and the impact on the individual can be the same.

While definitions can be helpful, if a person complains that they are being bullied or harassed, the complaint should be addressed regardless of whether or not their complaint fits with a standard definition.

Bullying or harassment may be by an individual against an individual or involve groups of people. It may be obvious or insidious, but it is always unwarranted and unwelcome to the recipient. It can take many forms, including face-to-face or written communication including email or telephone conversations.

It is important to distinguish between bullying, and behaviour that is reasonable in a particular context. For example, there may be occasions where shortcoming in performance are being addressed and more incisive behaviour is interpreted as bullying simply because the recipient is unused to being challenged or held to account. Firm, constructive criticism is not bullying.



What are the effects?

If left unchecked bullying and harassment can make people feel anxious and humiliated, they may also feel angry and frustrated. Others may become ill, frightened, stressed and/or experience a loss of self-confidence and self-esteem.

Principles for addressing Complaints of Bullying or Harassment

These matters should be treated with absolute confidentiality. No action is to be taken without the willing consent of the person who feels he or she has been a target unless someone is at risk or performing an action which is unlawful.

Throughout any informal or formal action, the principal objective is that of identifying the underlying issues and eliminating the cause of offence as quickly as possible and with minimal recrimination.

The aim always, when responding to complaints and grievances, is to enable them to be resolved informally, speedily and fairly by discussion, problem solving, mediation and negotiation. Problems should therefore be brought direct to the person(s) deemed responsible for the area of dissatisfaction or disquiet and will hopefully be resolved in this way.

The Complaints and Grievances Procedure should be followed when addressing any complaints of bullying or harassment.

Actions

It is recommended that PCC:

- Adopts the following principles:
 - A commitment to promoting dignity and respect for all
 - Zero tolerance of bullying and harassment
 - That nobody should be made to feel unwelcome or alone.
- Read through these guidelines and the statement of intent
- Ratify the statement of intent, circulate its contents and display in a prominent position to promote awareness
- Ensure that where negative behaviours occur that these are challenged.



St Faith and St Laurence Church, Harborne

Prevention of Bullying and Harassment

Statement of Intent agreed by the Parish of St Faith and St Laurence Church, Harborne, Birmingham

Signed by Revd David Parker (Priest-in-Charge): _____

Dated: _____

The Church is required by God to foster relationships of the utmost integrity, truthfulness and trustworthiness. The Vicar, wardens and Parochial Church Council (PCC) of this parish will seek to ensure that the working environments within their sphere of control are supportive towards all our clergy, Readers, employed staff, volunteers and laity. This includes adoption and implementation of this statement of intent and being prepared to challenge inappropriate behaviour and to take action if such behaviour is evidenced or observed.

The following are examples of behaviour that are acceptable and unacceptable in our church community.

The behaviours that we wish to model in our church are:	The behaviours which are not welcome in our church are:
<ul style="list-style-type: none"> ✓ Actively listening to others ✓ Appreciating and valuing the opinions of others ✓ Treating others with dignity and respect ✓ Demonstrating a willingness to co-operate and work together ✓ Dealing with conflict constructively ✓ Forgiveness when things go wrong ✓ Providing support and help to others ✓ Respecting the authority and decisions of others ✓ Speaking up for others ✓ Promoting inclusiveness ✓ Thanking and recognising the effort and contribution of others ✓ Apologising when something goes wrong ✓ Considering matters from various perspectives ✓ Conducting self in a manner that reflects the behaviours above 	<ul style="list-style-type: none"> ✗ Being hostile to others or deliberately making anyone feel unwelcome ✗ Causing distress, offence or humiliation to others ✗ Constantly criticising others' work or efforts ✗ Constantly highlighting errors/mistakes made by others ✗ Ignoring or excluding individuals ✗ Ignoring the views of others ✗ Frequently talking over others ✗ Making malicious and unfounded allegations of others ✗ Making insulting or abusive comments about others ✗ Shouting at or being abusive to others ✗ Pointing fingers, invading personal space, blocking or barring the way of others ✗ Spreading rumours/gossip about others ✗ Threatening violence or physically attacking others ✗ Making unwelcome sexual advances ✗ Using malicious or insulting language ✗ Withholding information from others to isolate them ✗ Using racist, sexist or discriminatory language



St Faith and St Laurence Church, Harborne

St Faith and St Laurence church expects the highest standards of behaviour from all those who participate in any way in leading or supporting its activities, whether in a salaried, stipendiary or voluntary position. In particular, it expects everyone to avoid behaviour that could lead to allegations of bullying or harassment. We have signed up to:

- Behave in ways which support a non-hostile environment for ourselves and those around us
- Be supportive of others
- Challenge inappropriate behaviour and to speak up for others
- Take action where we observe or have evidence that someone is being bullied or harassed.

If you would like information on how to address a concern about bullying or harassment please speak to the Priest-in Charge or one of the Churchwardens. Contact details are in the magazine, on the noticeboard and on our website <http://saintfaithandsaintlaurence.co.uk>

Adopted: November 2020

To be reviewed: March 2027



Data Privacy Notice

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

Who are we?

The PCC of St Faith & St Laurence is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

How do we process your personal data?

The PCC of St Faith & St Laurence complies with its obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes:

- To enable us to provide a voluntary service for the benefit of the public in a particular geographical area as specified in our constitution
- To administer membership records
- To fundraise and promote the interests of the charity
- To manage our employees and volunteers
- To maintain our own accounts and records, including the processing of gift aid applications
- To inform you of news, events, activities and services running at St Faith & St Laurence
- To share your contact details with the Diocesan office so they can keep you informed about news in the diocese and events, activities and services that will be occurring in the diocese and in which you may be interested

What is the legal basis for processing your personal data?

- Explicit consent of the data subject so that we can keep you informed about news, events, activities and services and process your gift aid donations and keep you informed about diocesan events
- Processing is necessary for carrying out obligations under employment, social security or social protection law, or a collective agreement
- Processing is carried out by a not-for-profit body with a political, philosophical, religious or trade union aim provided:
 - the processing relates only to members or former members (or those who have regular contact with it in connection with those purposes); and
 - there is no disclosure to a third party without consent.

Sharing your personal data

Your personal data will be treated as strictly confidential and will only be shared with other members of the church in order to carry out a service to other church members or for purposes connected with the church. Your data will be shared with the Priest-in Charge Revd David Parker for the pursuance of his duties. We will only share your data with third parties outside of the parish with your consent.



St Faith and St Laurence Church, Harborne

How long do we keep your personal data?

We keep data in accordance with the guidance set out in the guide “Keep or Bin: Care of Your Parish Records”.

Specifically, we retain electoral roll data while it is still current; gift aid declarations and associated paperwork for up to 6 years after the calendar year to which they relate; and parish registers (baptisms, marriages, funerals) permanently.

Details about retention periods can be found in the Record Management Guides on the Church of England website at:

<https://www.churchofengland.org/more/libraries-and-archives/records-management-guides>

Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which the PCC of St Faith & St Laurence holds about you
- The right to request that the PCC of St Faith & St Laurence corrects any personal data if it is found to be inaccurate or out of date
- The right to request your personal data is erased where it is no longer necessary for the PCC of St Faith & St Laurence to retain such data
- The right to withdraw your consent to the processing at any time
- The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability)
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to the processing of personal data
- The right to lodge a complaint with the Information Commissioners Office

Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

9. Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact David Parker (Priest-in-Charge) on 07532338961 or via email: davidparker124@btinternet.com

You have the right to make a complaint at any time to the Information Commissioner online at: [Your personal information concerns | ICO](#) or by phone on 0303 123 1113 (local rate) or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.