PAROCHIAL CHURCH COUNCIL OF STUDLAND

COMPLAINTS POLICY AND PROCEDURE

Current Policy Date: 2 November 2026
Review: Annually
Date of Next Review: November 2027

FOR THE PCC:
In adopting this policy, the PCC will need to decide:

- Who will receive complaints? This would normally be the PCC Secretary or Parish Administrator.
- Who will review complaints? The PCC should nominate a Complaints Committee (this should have a list of names with reserves if necessary) at the first meeting after the APCM each year. It may be that the PCC decides that the Standing Committee should act as the Complaints Committee.
- The timescales that will apply to complaints made to your PCC.

The Policy and Procedure should be adapted accordingly, including the link to the Diocesan Bullying and Harassment policy in the blue box below. Having decided how to proceed the PCC will need to pass a resolution appointing the Complaints Committee, authorising it to act as such and requiring it to report back on its work.

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.

But if your complaint is about:
Safeguarding of Children or Vulnerable Adults; please in the first instance contact:
Monday to Thursday 9.00 – 16.30
For non-emergency concerns, email the Safeguarding team
safeguarding@salisbury.anglican.org
Tel: 01722 411922 option 2
Friday 9.00 – 23:00, weekends and Bank Holidays
Thirtyone:eight will give professional safeguarding advice over the phone and will provide you with a written overview. The overview will be forwarded to the Safeguarding team, who will respond upon their return to the office.
Call 0300 003 1111

The Vicar or another minister; please raise the matter with the Vicar. If the matter remains unresolved you could contact the Archdeacon, The Ven Penny Sayer – 01258 444521 or adsherborne@salisbury.anglican.org.

Information about the Church of England disciplinary process can be found:

https://www.churchofengland.org/about/governance/legal-resources/clergy-discipline

Bullying or Harassment (by adults); you may find it helpful to consult the Diocesan policy on this at www.salisbury.anglican.org.

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.

Making a complaint to the PCC

Complaints should be made in writing or by email to the PCC Secretary whose name and contact details are set out below. 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 7 days of its receipt and arrange for it to be considered by the PCC's Complaints Committee. If your complaint refers to particular individuals who are members of the Complaints Committee it will meet without them being present.

The PCC's Complaints 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 Complaints Committee may appoint one or more persons to look into the matter on its behalf but it will be the Complaints Committee that makes any decisions. The Complaints Committee and any such appointed persons would treat the matter confidentially.

The Complaints 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. The Chair will explain the purpose of the meeting, introduce the members and emphasise confidentiality. The Committee will minute the meeting.

The PCC Secretary will write to you with the conclusions from the PCC Complaints 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 the 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, PO Box 211, Bootle, L20 7YX.

PCC Secretary
c/o St Nicholas Church Hall
Church Road
Studland
Swanage BH19 3AS
Email: studlandchurch@gmail.com

It was agreed the Standing Committee will act as the Complaints Committee.

Policy Date: 11 September 2023
Reviewed and adopted by the PCC Standing Committee on the 2nd November 2026.
Date of next Review: November 2027

PCC of Studland
Charity Registration Number: 1124710