



## St. Michael & All Angels

CHURCH IN THE PARK | LIVING, LOVING, SERVING

The following policy was agreed at the Parochial Church Council (PCC) meeting held on:

### Complaints policy

#### 1. Introduction

A complaint is an expression of dissatisfaction which calls for a response.

- 1.1. **Safeguarding concerns** lie outside the remit of this policy and should be directed to the Parish Safeguarding Officer or to the vicar at:  
[safeguarding@hughendenparishchurch.org](mailto:safeguarding@hughendenparishchurch.org)  
[keiththevicar@gmail.com](mailto:keiththevicar@gmail.com)
- 1.2. **Complaints about how the Church has handled a safeguarding matter** must be referred to the Diocese of Oxford under the diocesan safeguarding complaints policy and procedure at:  
<https://oxford.anglican.org/support-services/safeguarding>
- 1.3. **Complaints other than safeguarding matters** should be directed to the vicar at:  
[keiththevicar@gmail.com](mailto:keiththevicar@gmail.com)
- 1.4. **Any complaint relating to the vicar or the Parish Safeguarding Officer** should be directed to the area bishop or archdeacon at:  
[bishopbucks@oxford.anglican.org](mailto:bishopbucks@oxford.anglican.org)  
[archdeacon.buckinghamshire@oxford.anglican.org](mailto:archdeacon.buckinghamshire@oxford.anglican.org)

**Complaints which someone feels cannot be raised through these channels** should be directed to the Diocesan Bishop or, for safeguarding issues, to the Safeguarding Adviser, with a request that the individual's identity is withheld from those in our parish:

Diocesan Bishop

[bishop.oxford@oxford.anglican.org](mailto:bishop.oxford@oxford.anglican.org)

Diocesan Safeguarding Adviser

[louise.whitehead@oxford.anglican.org](mailto:louise.whitehead@oxford.anglican.org)

Those who raise issues under this provision must have a reasonable belief that it is well founded. However, appropriate action will be taken if a knowingly false allegation is made.

It should be understood that the church cannot act on anonymous allegations or take formal action in the absence of reasonably substantiated concerns. That stated, if an investigation is required, confidentiality will be maintained to the extent that this is appropriate and practical in the circumstances.

The person raising complaints or concerns will be informed of the outcome subject to the normal rules on confidentiality of personal information.

## 2. Principles

- 2.1. The Church's complaints policy is intended to:
- provide a fair procedure that is accessible, clear and easy to use
  - support the timely investigation and resolution of complaints
  - enable the Church to respond openly, to learn and improve
  - support the Church in understanding the nature of complaints raised through periodic reporting.

## 3. Responsibilities

- 3.1. The vicar must ensure that **complaints are investigated and responded to in a timely way** and that employees are given sufficient information and training to deal with minor complaints. Written complaints addressed to the vicar will be directed in the first instance to the relevant manager or leader. If a complaint relates to a manager or leader, then it will be handled by the vicar. If it relates to the vicar, then it will be handled by the archdeacon. The vicar must refer any complaint about how we have handled a safeguarding matter to the Diocese.
- 3.2. The vicar must ensure that the Church's complaints procedure is **published on the church website** and is easy to find by members of the public.
- 3.3. The vicar is responsible for **reporting to the PCC** (at least annually) a summary of the number and nature of written complaints received and how they have been resolved. If, in the opinion of the vicar, the complaint is serious then it must be reported at the next meeting of the PCC.
- 3.4. From the point at which the Church is registered with the Charity Commission, the vicar is responsible for advising PCC when any matter arising from a complaint should be **reported to the Charity Commission** as a serious incident. No matter may be reported as a serious incident to the Charity Commission without a decision by the PCC to do so.