

ST PAUL'S BECKENHAM

PCC COMPLAINTS POLICY AND PROCEDURE



1. Overview

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. Please see contact details later in this document.

2. What is your complaint about?

Safeguarding of Children or Vulnerable Adults

In the first instance please contact our Safeguarding Officer or the Diocesan Safeguarding Adviser. Please see contact details later in this document. You may find it helpful to see our Safeguarding webpage at <https://www.stpaulsbeckenham.org.uk/safeguarding>.

The Vicar or another minister

Please raise the matter with the Vicar. If the matter remains unresolved you could contact the Archdeacon. Please see contact details later in this document. You may wish to read the Church of England leaflet “I have a complaint about misconduct by a member of the clergy – what can I do?” at <https://www.churchofengland.org/sites/default/files/2017-10/makingcomplainta4.pdf>.

Bullying or Harassment

Please contact the PCC Secretary. Please see contact details later in this document. You may find it helpful to read the Diocese of Rochester Anti Bullying and Harassment Policy at <https://www.rochester.anglican.org/content/pages/documents/2024-anti-bullying-and-harrassment-policy.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.

3. Making a complaint to the PCC

Complaints should be made in writing or by email to the PCC Secretary. Please see contact details later in this document. The PCC Secretary will ensure that your complaint is:

- treated seriously
- handled fairly without bias or discrimination
- treated confidentially.

ST PAUL'S BECKENHAM

PCC COMPLAINTS POLICY AND PROCEDURE



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 will record receipt of the complaint.

4. Making a complaint about the PCC Secretary

If the complaint is about the PCC Secretary In this instance you should approach one of the two churchwardens. They will then take the appropriate action by following the guidelines in sections 3 and 5.

5. 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 5 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 will 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 meeting will be minuted by the Committee.

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.

ST PAUL'S BECKENHAM

PCC COMPLAINTS POLICY AND PROCEDURE



6. Appeal

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.

7. Contacts

Vicar	TBC	vicar@stpaulsbeckenham.org	TBC
PCC Secretary	Anne Howick	kandahowick43@aol.com	07889 263261
Church Warden	Anne Harkness	anne@alphatraining.com	07768 992559
Church Warden	Anthea Prendergast	adprendergast808@gmail.com	07811 530230
Safeguarding Officer	Sandra Horner	Sandrahorner53@gmail.com	07701 069638
Lead Diocesan Safeguarding Adviser	Greg Barry	greg.barry@rochester.anglican.org	07585 952174