

# **St Michael and All Angels, Sandhurst**

## **Handling Complaints**

### **Introduction**

On occasions the actions of the parish, PCC, or staff and volunteers may fall short of the expectations of an individual who may wish, as a result, to complain. This procedure sets out the way in which we as a church will handle complaints.

### **Principles**

1. We encourage all those who have a complaint in the first instance to seek to resolve this directly with the person whose actions have given rise to the complaint, before raising a formal complaint.
2. All formal complaints will be taken seriously and be dealt with courteously – we expect the same from the complainant.
3. The resolution of any complaint will be handled in line with charity legislation and guidance, and Canon Law and the guidelines of the Church of England.

### **Process**

1. All Formal Complaints must be made in writing (or email) and should be clearly headed “Formal Complaint concerning...”. They should be sent in the first instance to the Parish Office ([office@stmichaels-sandhurst.org.uk](mailto:office@stmichaels-sandhurst.org.uk))
2. The office will acknowledge receipt and advise that the matter has been passed to the Rector and Churchwardens.
3. The complaint shall be passed in writing to the Rector and both Churchwardens. They will meet or liaise to determine who should be responsible for response and resolution. Responsibility will vary depending on the nature of the complaint, but broadly:
  - a. Liturgical matters will be addressed by the Rector or higher church authorities;
  - b. Commercial or Facilities matters will be addressed by the Rector’s Council or full PCC;
  - c. Pastoral Matters will be addressed by the Rector and appropriate team members;
  - d. Safeguarding matters will be immediately referred to the Diocesan Safeguarding Officer.
4. The Rector and Churchwardens will advise the complainant of the person(s) who will be responsible for resolution and progressing the complaint, and the likely timescale for further communication or resolution.
5. The Rector and Churchwardens will follow through the complaint and ensure that it is satisfactorily resolved and closed out.
6. A log of all formal complaints will be maintained by the Office.

### **Approval and Review**

This Policy was approved by the PCC on 13<sup>th</sup> March 2019

The operation of this policy should be reviewed annually by the PCC.