

Appendix 1 : Complaints and Grievance Policy and Procedure

Holy Trinity with St. Edmund, Horfield Parish Church, Bristol

COMPLAINTS PROCEDURE

1. Introduction

Occasionally, difficulties will arise between individuals outside the normal interactions inherent in everyday life. This **Complaints Procedure** has been created to ensure there is a clear, structured, timely and Gospel-rooted approach to addressing difficulties.

2. General

All **complaints** should be referred to a churchwarden or the Rector in the first instance. Where the concern includes safeguarding matters, it will be referred immediately to the Parish Safeguarding Officer. Complaints which may be associated with potential illegal activity should be referred to the police for investigation. Where the complaint is about an employee of the PCC, they should take HR advice to ensure conditions of service are upheld in investigating the concerns.

3. Stage One complaint - Informal

The first stage of the complaint procedure involves raising awareness of the problem. Any complaint should be raised as soon as possible after the action which prompted it and within 1 month wherever practicable. It is expected that the majority of issues can be resolved informally and locally through normal contacts and discussion between individuals, without the need to instigate formal procedures. If, for example, a person has a concern about the behaviour of another member of the church community, they should tell that person. He or she should be willing to listen, to discuss the matter and seek resolution, where justified. If a person remains unhappy, the concern should be taken to a warden or the Rector who will initiate the further steps below.

4. Stage Two complaint - Formal

The second stage of the **Complaint Procedure** involves raising a formal complaint with the Rector and at least one warden. Once the complaint is received, this will be acknowledged within 5 days and a meeting between the complainant, the Rector and a Warden will be arranged. The objective of the meeting will be to establish the specific details of the complaint and to explore any remedy that might be sought. The Rector and wardens (with support from Diocesan staff where requested), will decide who is the best person to investigate the concerns raised, and appoint that individual to do so. The Rector and wardens will inform the complainant and the person about whom the complaint has been made that a process has been started and a copy of this **Procedure** made available to each party.

The investigating officer will meet with the complainant, take evidence from them and assess what attempts have been made to resolve the issues informally, and what resolution they seek.

Following this, the investigating officer will meet with the person who is the subject of the complaint and share the nature of the concern and the resolution that is requested from the complainant. At this stage, it is hoped that an acceptable resolution can be found and the complaint can be concluded to the complainant's satisfaction. It may be useful to bring in a Diocesan 'Bridge Builder' to support this reconciliation. If this deemed appropriate, the investigating officer will compile a short report which will outline the nature of the discussion and next steps. This will be passed to the Rector and Warden to supervise the implementation of the reconciliation. This should be completed within 2 months from the time the second stage complaint was made.

If the complaint is not able to be resolved as above, then the complaint moves to Stage Three below

5. Stage Three complaint

Where resolution is not possible, the investigating officer will write a report for the Rector and wardens, copied to the complainant and the person against whom the complaint has been made. This report will be referred to the Archdeacon of Bristol for consideration and recommendations for action and implementation made.

6. Summary of procedure

Stage One	Stage Two	Stage Three
<ul style="list-style-type: none">• Informal• To be raised within 1 months of issue(s)• Dealt with 'at source'• Quick action and response	<ul style="list-style-type: none">• Formal• To be raised within 1 months of response at Stage One• Investigating Officer appointed• Resolution through Investigating Officer	<ul style="list-style-type: none">• Review by Investigating Officer to Rector and wardens• Report referred to Archdeacon of Bristol for action and implementation

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