

PAROCHIAL CHURCH COUNCIL OF ST PAUL'S BANBURY

COMPLAINTS POLICY AND PROCEDURE

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 (preferably in person) to the Vicar or a Churchwarden to see if the matter can be resolved in that way, keeping in mind our Lord Jesus’s instructions to his disciples in Matthew 18:15-19:

¹⁵ *‘If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over. ¹⁶ But if they will not listen, take one or two others along, so that “every matter may be established by the testimony of two or three witnesses.” ¹⁷ If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan or a tax collector.*

¹⁸ *‘Truly I tell you, whatever you bind on earth will be bound in heaven, and whatever you loose on earth will be^[e] loosed in heaven.*

¹⁹ *‘Again, truly I tell you that if two of you on earth agree about anything they ask for, it will be done for them by my Father in heaven.*

New International Version - UK (NIVUK)

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But if your complaint is about:

Safeguarding of Children or Vulnerable Adults; please in the first instance contact the Parish Safeguarding Officer at safeguarding@stpaulsbanbury.org.uk or the Diocesan Safeguarding Adviser at richard.woodely@oxford.anglican.org.

The Vicar or another minister; please raise the matter with the Vicar. If the matter remains unresolved you could contact the Archdeacon of Dorchester, at archdeacon.dorchester@oxford.anglican.org. You may wish to read the leaflet “I have a complaint about misconduct by a member of the clergy – what can I do?” at [makingcomplainta4.pdf \(churchofengland.org\)](#).

Bullying or Harassment (by adults); you may find it helpful to consult the Diocesan policy on this at [Dignity-Respect-in-Ministry-and-at-Work-Policy-1.pdf \(anglican.org\)](#).

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, and
- treated confidentially.

You should complain within 3 months of the event that you are complaining about. You should set out:

- your full name and address, and
- what you think went wrong and how it has affected you including enough details to show why you are aggrieved.

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.

The Complaints Committee will consist of a minimum of three members of the Standing Committee nominated in writing by the members of the Standing Committee to act as the Complaints Committee for your complaint (the "Complaints Committee"). If your complaint refers to particular individuals who are members of the Standing Committee, they will not form part of the Complaints Committee. The Standing Committee will inform the PCC of the membership of the Complaints Committee for your complaint.

The 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 Complaints Committee.

The PCC Secretary will write to you with the conclusions from the 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, subject to the following paragraph, no longer than 6 weeks after the receipt of your complaint.

If it is not reasonably possible for the Complaints Committee to reach a conclusion in relation to your complaint within the above 6 week period, it will instruct the PCC Secretary to inform you in writing, within 6 weeks of receipt of your complaint, of the need for additional time and the date by which a written conclusion of your complaint will be sent to you.

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 First Contact, PO Box 1227, Liverpool L69 3UG.

PCC Secretary

Sue Castle

c/o St Paul's Church Office, Warwick Road, Banbury OX16 2AN

Phone: 01295 252332

Email: st.pauls.church@btconnect.com

Approved by the PCC of Banbury St Paul on 20th September 2021

PCC of Banbury, St Paul
Charity Registration Number 1153218