



## Introduction

St Paul's Church views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy for anyone to use
- To publicise our complaints procedure so that people know how to make a complaint
- To make sure everyone at St Paul's Church knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

## Definition of a Complaint

A complaint can be any expression of dissatisfaction, whether justified or not, about any aspect of St Paul's Church.

## Where Complaints Come From

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in St Paul's Church, including the general public, if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing.

## Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Responsibility

Overall responsibility for this policy and its implementation lies with the PCC of St Paul's Church.

## Review

This policy is reviewed annually and updated as required.

## Contact Details for Complaints

Written complaints may be sent to:

The Administrator, St Paul's Church, Camlet Way, Hadley Wood, Barnet. EN4 0HL.

or by e-mail to: [admin@stpaulshadleywood.org](mailto:admin@stpaulshadleywood.org)

Verbal complaints may be made by phone to 0208 447 0448 or in person to any St Paul's Staff or PCC member at the same address as above or at any of our events.

## Receiving Complaints

Complaints may arrive through channels publicized for that purpose or through any other contact details or opportunities the complainant may have, such as social media.

Complaints received by telephone or in person need to be recorded on a complaints form.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint and complete a Complaints Form
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to St Paul's Church e.g. member, volunteer, sponsor
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words



## Resolving Complaints

### Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Church Warden within five business days.

On receiving the complaint, the Church Warden records it in the complaints' Logbook. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. (Please note that there may be times when full disclosure is not possible because the actions taken might be confidential when they relate to a specific person.)

### Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at PCC level.

At this stage, the complaint will be passed to the Parochial Church Council. The request for PCC level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The PCC may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the PCC decides it is appropriate to seek external assistance with resolution, for example, from the Diocese of London.

### External Stage

As St Paul's Church, Hadley Wood is a registered charity, the complainant can complain to the Charities Commission at any stage. Information about the kind of complaints the Charities Commission can involve itself in can be found on their website at: <https://www.gov.uk/complain-about-charity>

## Variation of the Complaints Procedure

The PCC may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Warden or PCC member should not also have the involved as a person leading a Stage Two review.

## Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.