

## St. James' Church, Southbroom – Complaints Handling Policy

St. James' Southbroom PCC directly employs a limited number of staff members, specifically those involved in the mission of the church (Family Life Co-ordinator), in administration, and in a caretaking role. The church also recruits and manages a large number of volunteers, many of who, though not all, have a Role Description. The church has a Volunteer Management Policy which includes information on induction and training, repayment of expenses, ongoing support and insurance. While volunteers do not have the same employment rights as paid staff, it is important to ensure that volunteers are treated fairly and consistently.

There will inevitably be incidences of grievance in any organisation and churches are not immune from this. Those in a managerial role should be clear on their responsibilities and should always follow the correct procedure for dealing with complaints:

Paid Staff All staff are given a Contract of Employment and Job Description, together with a written Disciplinary and Grievance Procedure (based on the latest advice from ACAS). Any grievance or disciplinary matter is therefore handled following the correct statutory procedure.

Volunteers Every effort is made to ensure that all are volunteers know that they are valued, and that their skills and talents in whatever role are greatly appreciated in the ongoing work and mission of the church. However, if a volunteer wishes to make a complaint it should be referred in the first instance to their 'line manager' – the person to whom they are directly responsible e.g. the leader of the group that they help with or the Family Life Co-ordinator. Hopefully this will result in the matter being amicably resolved. If this is not the case the complaint should then be referred to the incumbent and / or a churchwarden.

Church Family Members Occasionally a complaint may be made by someone within the congregation and this should be dealt with sensitively and in confidence when at all possible. If this is not possible, particularly in matters of safeguarding, then this should be made clear, and permission sought for any relevant information to be shared with the appropriate people. In the first instance a complaint should be referred to the incumbent and / or a churchwarden.

Signed : \_\_\_\_\_

*For and on behalf of the PCC St James' Southbroom*

Date : \_\_\_\_\_

Date of next review : \_\_\_\_\_