



## St Thomas Norwich

### Complaints Policy and Procedure

St Thomas Church Norwich (STN) recognises that from time to time complaints will arise.

STN aims:

- To have a fair complaints process that is simple to use and understand;
- To be open about how we will deal with complaints;
- To ensure all complaints are investigated fairly and in a timely way; wherever possible to resolve complaints locally rather than centrally, and informally rather than formally;
- To gather information which helps us to improve what we do;
- To respect confidentiality.

**Complaints from members of Clergy** where it is a grievance relating to the exercise of the office held. The Archbishops' Council has set out a Code of Practice and supportive advice for dealing with grievances;

<https://www.churchofengland.org/media/56747/grievanceprocedure%20cop.pdf>

#### **Complaints regarding members of clergy**

From time to time 'complaints' or issues of concern about individual members of clergy are brought to the attention of the Bishop or to members of their Bishop's Staff. These issues may not result in, or warrant, any sort of formal process; but it is important that each is followed up appropriately through due process, and that all parties are afforded the opportunity to share or report their concerns. The Diocese will ensure that time is set aside to gain a clearer picture of all the issues raised, that individuals have opportunities to put their views, that where it is possible reconciliation is achieved, and that decisions about any further actions are made only when there is clarity of objective information/evidence.

Complaints against members of the clergy in the Norwich Diocese under the Clergy Discipline Measure should be addressed to the Bishop of Norwich, Bishops House, Norwich, NR3 1SB

**For complaints the procedure below should be followed.**

### **Definition of a Complaint**

A complaint is a verbal or written expression of dissatisfaction, whether justified or not. It is not:

A request for, or the submission of, information

A question about a policy or procedure

A report about an incident.

### **Informal Approach**

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 appropriately. Most matters can and should be resolved informally and locally.

If, for example, a person is dissatisfied with the service they have received, then in the first instance they should tell that person of their dissatisfaction. He or she should be willing to listen, to discuss the matter and seek to satisfy the concerns where justified. If a person remains unhappy, the member of staff will arrange for the concerns to be discussed with a more senior member of staff.

If following the informal process the complainant remains dissatisfied or the informal route is inappropriate, then the formal procedure should be followed.

### **Submission of Complaint**

A formal complaint can be submitted by email or in writing. It should be sent to:

The Bursar, in the event of this person being absent a copy should be sent to the Vicar.

It is our policy that we will not investigate unsubstantiated complaints.

## Resolving Complaints

### Formal Stage

Complaints will be acknowledged by the person handling the complaint, normally **within 10 working days**. The acknowledgement will say who is dealing with the complaint and when the person complaining can expect a reply. A suitably senior person may be appointed to investigate the facts of the case. This may involve reviewing the paperwork of the case and speaking with anyone who may have been involved in dealing with the complaint at the informal stage.

If the complaint relates to a specific person, they should be informed and given an opportunity to respond. The person who dealt with the original complaint at the informal stage should be kept informed of what is happening where appropriate. Ideally complainants should receive a definitive **reply within 28 days**. 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 will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. Where disciplinary action is deemed appropriate, the reply to the complainant will not include details relating to individual staff member's Employment Record.

It should be recognised that in some instances people will take positions where the matter cannot be resolved. However, the aim will be to ensure that the process respects those involved and is just in providing an active concern to those who are vulnerable, marginalised or oppressed.

The decision taken at this stage is final, unless STN decides it is appropriate to seek external assistance with resolution. A log of the complaint will be kept.

### External Stage

The complainant can complain to the Charity Commission at any stage. The Commission's involvement in looking at complaints is limited to issues that pose a serious risk of significant harm to a charity's beneficiaries, assets, services or reputation. Information about the kind of complaints the Commission can involve itself in can be found on their website at [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx).

## **Variation of the Complaints Procedure**

STN may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading the formal process.

Bursar STN