



Crinken Church Complaints Procedure (Safeguarding Trust)

This information is for workers, volunteers, parents or adults with parental responsibility or members of the community. It is designed to deal with those issues which are not related to child protection.

It is the aim of any church organisation to maintain happy and harmonious relationships with all who are associated with it and ensure that the experiences provided are positive. It is extremely important that everyone feels their views and opinions are valued.

It is also recognised that, on occasion, concerns may arise which require consideration and a response. It is expected that most of these will be dealt with quickly and effectively by the leader of an organisation. However, a complaint may arise that requires a more formal consideration and response. The following is a procedure for dealing with complaints fairly and in the best interests of everyone involved. It is designed to resolve any matter as quickly and simply as possible.

Be assured that all complaints will be looked into in strictest confidence and that a response will be offered within the agreed time frames.

Making a complaint

The leader in charge of the organisation is the first point of contact and you should first raise the concern orally. The leader will endeavour to answer the concern immediately.

If you feel that you do not want to discuss the matter with the leader, if he/she cannot answer your concern or if your query is more serious, a formal written complaint should be submitted to the rector in charge or any member of the Safeguarding Trust panel whose contact details are on display. Please be assured that all complaints will be looked into in the strictest confidence and that a response will be offered within the agreed time frames.

If the nature of your complaint suggests that a child may be at risk of 'significant harm' in the context of church activities, then a report will be made to the statutory authorities. It should be noted that the Safeguarding Trust panel must follow the guidance of the statutory authority. Also, as the welfare of the child is paramount, the statutory authorities cannot give an undertaking that any information you provide will remain confidential. The official policy is that those receiving such information should 'only disclose it where the welfare of the child requires it and then only to those with a legitimate need to know'.

The church undertakes to acknowledge any formal complaints within three working days. It is our aim to resolve all complaints that lie within the competence of the panel, within four weeks but this may take longer depending on the nature of the complaint. In any event you will be kept informed of progress. Please understand that most leaders are volunteers and that it may take a while for them to reply in detail.

Should you feel unhappy with the initial response there are procedures through which to appeal against a decision regarding a complaint.