



**ST. LUKE'S
CHURCH**
L O D G E M O O R

ST LUKE'S CHURCH

COMPLAINTS POLICY and PROCEDURE

St Luke's Church Trustee Body 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 that have affected them and for which the Trustee Body is responsible. Prior to using this formal procedure the Trustees encourage an informal approach to the Vicar/Minister or a Churchwarden to see if the matter can be resolved in that way, however:

If your complaint is about:

- **Safeguarding of Children or Vulnerable Adults;** please in the first instance contact the Parish Safeguarding Officer or Vicar/Minister. If the complaint cannot be resolved, you should contact the Diocesan Safeguarding Adviser Tel.01709 309149
- **The Vicar/Minister;** please raise the matter with the Churchwardens. (see Note 1)
- **Other clergy;** please raise the matter with the Vicar/Minister. (see Note 1)
- **Bullying or Harassment** (by adults); you may find it helpful to consult St Luke's Bullying and Harassment policy.
- **Your employment by the Trustees;** if you are a Trustee employee, please refer to and follow the grievance procedure provided for in your terms and conditions of employment.

Note 1: If the matter remains unresolved you could contact the Archdeacon, at Church House (Tel.01709 309100)

You may also wish to read the leaflet "*I Have A Complaint About Misconduct By A Member Of The Clergy – What Can I Do?*"

at <https://www.churchofengland.org/sites/default/files/2017-10/makingcomplainta4.pdf>

For any other matter:-

Making a complaint to the Trustees

Complaints should be made in writing or by email to the Trustee's Secretary.

The Trustee's Secretary will ensure that your complaint is:

- treated seriously
- handled fairly without bias or discrimination
- treated confidentially.

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

- your full name and address
- what you think went wrong and how it has affected you including enough details to show why you are aggrieved
- what (if anything) you think the Trustees should do to put it right

St Luke's Church, Lodge Moor is a Local Ecumenical Partnership between the Anglican, Baptist, Methodist and United Reformed Churches in Lodge Moor
Registered Charity No. 1136795

If someone else complains on your behalf, the Trustees will need written confirmation from you saying that you agree for that person to act for you.

The Trustees' Secretary should immediately record receipt of a complaint in a log.

How your complaint will be dealt with

The Trustees' Secretary will write to you or send you an email to confirm receipt of your complaint within 5 days of its receipt and arrange for it to be considered by Standing Committee at its next scheduled meeting or sooner if considered necessary. If your complaint refers to particular individuals who are members of Standing Committee it will meet without them being present.

Standing Committee will look fairly into your complaint including seeking the views on the matter from any individuals, whether members of the Trustees or otherwise, to which your complaint refers. Standing Committee may appoint one or more persons to look into the matter on its behalf but it will be Standing Committee that makes any decisions. Standing Committee and any such appointed persons will treat the matter confidentially.

Standing Committee may invite you to present your complaint to them in person. 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 Committee.

The Trustees' Secretary will write to you with the conclusions from the Standing Committee's review and reasons for that outcome. The Trustees' Secretary will aim to respond to you in this way as soon as possible, and no longer than 6 weeks after receipt of your complaint.

This will be the Trustees final response to your complaint.

If you remain dissatisfied

You may wish to consider contacting the Charity Commission as while St Luke's Church Trustees is an independent body, it is a charity and as such is 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.

Signed on behalf of St Luke's Trustees:

..... (Vicar/Minister)

Name

Date