

COMPLAINTS POLICY AND PROCEDURE 2026

The Parochial Church Council (PCC) 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 for which the PCC is responsible that have affected them. Prior to using this formal procedure the PCC encourages an informal approach to the Vicar or a Churchwarden to see if the matter can be resolved in that way.

But if your complaint is about:

Safeguarding of Children or Vulnerable Adults; please in the first instance contact the Diocesan Safeguarding Adviser Catherine Smith catherine.smith@blackburn.anglican.org
The Vicar or another minister; please raise the matter with the Vicar. If the matter remains unresolved you could contact the Archdeacon, at:- Jane.atkinson@blackburn.anglican.org
You may wish to read the leaflet “I have a complaint about misconduct by a member of the clergy – what can I do?” at:- <https://tinyurl.com/ycxakr5b>
Bullying or Harassment (by adults); you may find it helpful to consult the Diocesan policy on this at:- <https://tinyurl.com/mr3r6zek>
Your employment by the PCC; if you are a PCC employee please refer to and follow the grievance procedure provided for in your terms and conditions of employment.

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

How your complaint will be dealt with

The PCC Secretary will write to you or send you an email to confirm receipt of your complaint, normally within 5 days of its receipt, and arrange for it to be considered by the PCC’s Complaints Committee. If your complaint refers to particular individuals who are members of the Complaints Committee, it will meet without them being present.

The PCC's Complaints Committee will consider your complaint fairly, including seeking the views of any individuals to whom the complaint relates.

Complaints should be made in writing or by email to the PCC Secretary whose name and contact details are set out below. The PCC Secretary will ensure that your complaint is:-

- treated seriously
- handled fairly without bias or discrimination
- Treated as confidential as far as possible, recognising that information may need to be shared where necessary to investigate the complaint or where required by law or safeguarding duties. Please note:-
- Personal information provided as part of a complaint will be processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the PCC's Privacy Notice. Information will only be shared where necessary to investigate the complaint or where required by law or safeguarding obligations.

Complaints should normally be made within three months of the matter arising, although the Complaints Committee may accept later complaints where there is a good reason. 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 PCC should do to put it right

If someone else complains on your behalf, the PCC will need written confirmation from you saying that you agree for that person to act for you. The PCC may decide not to investigate complaints that are frivolous, vexatious or repetitious and will seek the views on the matter from any individuals, whether members of the PCC or otherwise, to which your complaint refers. The Complaints Committee may appoint one or more persons to look into the matter on its behalf, but it will be the Complaints Committee that makes any decisions. The Complaints Committee and any such appointed persons will treat the matter confidentially.

The Complaints Committee may invite you to present your complaint to them. 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 PCC Secretary will write to you with the conclusions from the PCC Complaints Committee's review and reasons for that outcome. The PCC Secretary will aim to respond to you in this way as soon as possible, and normally within 6 weeks after receipt of your complaint. If additional time is required, you will be kept informed of progress.

This concludes the PCC's internal complaints procedure.

If you remain dissatisfied, you may wish to seek independent advice. The Charity Commission regulates charities in England and Wales, but does not normally investigate individual complaints about the day-to-day running of charities unless there is evidence of serious misconduct or mismanagement. 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.

PCC Secretary – Katy Robertson
Email - katy@robertsonhousehold.com

PCC of All Saints Appley Bridge
Approved by the PCC: 13 July 2026
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