



# **St Anne with Holy Trinity, Brondesbury**

*Confidently sharing the love of Christ*

**Policy Number: 7**

**Policy Title: Complaints Policy**

**Last reviewed: 2019 Adopted by PCC November 2022**

1. The aim of the procedure is to settle complaints as quickly, fairly and as painlessly as possible.
2. In the event of a complaint against a member of staff or dissatisfaction with the service, please first try and resolve it with the staff member or service involved.
3. If a complainant feels the matter has not been satisfactorily resolved by that worker, then they may speak to the Vicar who will be prepared to deal with your complaint quickly and in confidence.
4. If this fails to settle the problem, then the matter may be raised formally with the Church Wardens who shall attempt to resolve the matter informally.
5. If not resolved within seven days, the matter may be raised formally with the Church Wardens, in writing, stating the nature of complaint. The Chair of the PCC shall convene a Complaint Panel consisting of 3 members of the PCC who have no prior Involvement in the case, as soon as possible and a Complaint Hearing shall be held within 15 working days from receipt of the formal notification of the complaint.
6. In the event of the a formal complaint the Archdeacon should be informed.