

Parochial Church Council of the Ecclesiastical Parish of All Saints' Sidmouth

Complaints Policy

Adopted 13 March 2018

The Parochial Church Council (PCC) of All Saints' Church is committed to treating everyone whom we serve through the activities and facilities of the church in a manner which is polite, truthful, welcoming and equitable.

The PCC expects all its volunteers and staff to demonstrate these values in their dealings with everyone who comes into contact with the church for whatever reason and under whatever circumstances. This includes those who attend our services and events, those who use our premises and facilities and those who carry out work for us on the premises.

Whilst our volunteers and staff always endeavour to carry out their responsibilities diligently, those affected by the actions of our volunteers and staff should be mindful that all people sometimes make mistakes. If this happens then we wish to learn from our mistakes and improve our behaviour in future.

If any church volunteer or member of staff receives any complaint, however trivial, then they are expected to show empathy, to apologise gracefully, to clarify the details, to promise action and a personal response, and then to report this matter to a Churchwarden or other member of the PCC who will use their discretion as to what, if any, further action is required. We shall then do all we can to personally contact the person who has made the complaint to explain any action we have taken and to thank them for helping us improve our practices or behaviours.

It is the PCC's strongly-held desire that, whenever there are concerns relating to actions taken by the PCC, its volunteers or its staff, those concerned will do all they can to resolve those concerns informally. However, if this route has been exhausted without a satisfactory conclusion, then the PCC does have a Formal Complaints Procedure, a copy of which can be obtained on request to the Church Administrator.

This policy was last reviewed, updated and approved by the PCC in January 2021