

Complaints and Grievance Policy for Redruth Parish

Adopted by the Parochial Church Council on: January 2026

Review date: 2027

1 Purpose and scope

1.1 **Objective.** This policy sets out how **Redruth Parish**, an Anglican parish and a registered charity, will receive, consider and, where appropriate, resolve complaints and grievances.

1.2 **Aims.** To ensure complaints are handled fairly, promptly and transparently; to protect children and vulnerable adults; to maintain good governance of the charity; and to learn from concerns so that parish life and practice can improve.

1.3 **Applicability.** This policy applies to complaints from parishioners, staff, volunteers, beneficiaries, donors and members of the public about parish activities, officers or governance.

2 Principles

2.1 **Fairness.** Complaints will be considered impartially.

2.2 **Proportionality.** Responses will be appropriate to the nature and seriousness of the complaint.

2.3 **Confidentiality.** Information will be shared only with those who need to know.

2.4 **Timeliness.** The parish will acknowledge and seek to resolve complaints within stated timescales.

2.5 **Learning.** Outcomes will be used to improve practice and governance.

3 Definitions

3.1 **Complaint.** An expression of dissatisfaction about the parish's actions, decisions, policies, procedures, conduct of clergy, staff or volunteers, or the use of charitable funds.

3.2 **Safeguarding concern.** Any allegation or suspicion of harm, abuse or neglect of a child or vulnerable adult.

4 Roles and responsibilities

4.1 **Rector Rev Becca Bell.** First point of contact for most complaints; responsible for attempting informal resolution and for referring matters to the PCC or diocesan officers where appropriate.

4.2 **Parish Safeguarding Officer Jim Seth.** First point of contact for safeguarding concerns; will follow Church of England safeguarding guidance and liaise with the Diocesan Safeguarding Team as required.

4.3 **PCC Secretary Mrs Trish Knights.** Receives formal written complaints addressed to the PCC; coordinates the PCC's response and record-keeping.

4.4 **Parochial Church Council PCC.** Ensures the policy is implemented, reviews complaint outcomes for governance and learning, and refers matters to diocesan bodies where necessary.

4.5 **Diocesan Safeguarding Officer Andy Earl and Diocesan Board of Finance.** Will be engaged where complaints concern clergy, safeguarding, or charity/financial governance and where escalation is required.

5 How to raise a concern

5.1 Safeguarding concerns. These should be raised immediately with **Rector Rev Becca Bell** or **Parish Safeguarding Officer Jim Seth**. If the concern is about a member of clergy, it may be referred directly to **Diocesan Safeguarding Officer Andy Earl**. If a child or vulnerable adult is at immediate risk, contact the emergency services first.

5.2 Other parish matters including financial or charity issues. Raise the matter in the first instance with **Rector Rev Becca Bell** or **PCC Secretary Mrs Trish Knights**. If the response is not satisfactory, the complaint may be referred to the **Diocesan Board of Finance**, which will liaise appropriately with the parish and other diocesan officers.

5.3 Clarifying note. It would depend on what your complaint is about. If it is a safeguarding concern, then that would initially come to the parish, e.g. the Rector or the Parish Safeguarding Officer, or if it was about the clergy straight to the Diocesan Safeguarding Officer. If it is about something else to do with Redruth Parish, for example a financial matter raised with the charity, it should also be raised with the Rector, or the Secretary of the PCC initially and if there is not a satisfactory response then on to the Diocesan Board of Finance who would liaise appropriately. The parish is not aware of any formal complaints since forming as a single parish last year.

6 Procedure and timescales

6.1 Informal stage. Complainants are encouraged to seek an informal resolution by speaking to **Rector Rev Becca Bell**, **Parish Safeguarding Officer Jim Seth** (for safeguarding matters) or **PCC Secretary Mrs Trish Knights** (for governance/financial matters). Many concerns can be resolved at this stage.

6.2 Formal stage. If informal resolution is not possible or appropriate, submit a **written complaint** (email or letter) to **PCC Secretary Mrs Trish Knights**. The written complaint should include the complainant's name and contact details; the nature of the complaint; dates and relevant facts; any steps already taken to resolve the matter; and the outcome sought. The PCC Secretary will acknowledge receipt within **7 working days** and will advise who will handle the complaint.

6.3 Investigation. The PCC will appoint an appropriate person or panel to investigate. Investigations will be proportionate and may include interviews, review of documents and liaison with diocesan officers. The investigating officer or panel will aim to provide a **written response within 28 days** of acknowledgement. If more time is needed, the complainant will be informed with an explanation and an expected date for response.

6.4 Outcome and remedies. The response will set out findings, any action to be taken, and any right of escalation. Remedies may include apology, explanation, corrective action, changes to practice, or referral to diocesan bodies or statutory authorities where appropriate.

6.5 Escalation. Safeguarding or clergy matters may be referred to **Diocesan Safeguarding Officer Andy Earl** at any stage. Financial, governance or charity matters may be referred to the **Diocesan Board of Finance** if the complainant is not satisfied with the parish response. Where a complaint raises potential criminal conduct or serious safeguarding risk, the matter will be referred to the statutory authorities without delay.

7 Safeguarding and information sharing

7.1 Priority. Safeguarding concerns take precedence over other complaint processes. The parish will follow Church of England safeguarding guidance and diocesan procedures.

7.2 Information sharing. Confidentiality will be respected as far as possible, subject to legal obligations and safeguarding requirements. Relevant information will be shared with diocesan officers and statutory authorities where required.

8 Financial and charity related complaints

8.1 Charitable status. As a registered charity, the PCC has legal duties for proper stewardship and governance. Complaints that raise concerns about financial management, misuse of charitable funds, or governance should be raised with **Rector Rev Becca Bell** or **PCC Secretary Mrs Trish Knights** in the first instance.

8.2 Diocesan Board of Finance. If the parish response is not satisfactory, the complainant may refer the matter to the **Diocesan Board of Finance** which will investigate or advise and will liaise with the PCC and other diocesan officers as appropriate.

9 Record keeping and data protection

9.1 Records. The PCC will keep a secure written record of all complaints, investigations, findings and actions taken. Records will be retained in accordance with data protection law and the parish's retention schedule. Access to records will be limited to those with a legitimate need.

9.2 Reporting. A summary of complaints and lessons learned (without identifying personal data) will be reported to the PCC for governance and improvement purposes.

10 Review and publication

10.1 Policy review. The PCC will review this policy at least every three years or sooner if required by changes in law or diocesan guidance.

10.2 Publication. A copy of this policy will be made available to parishioners and on request to members of the public. A short leaflet summarising how to raise a concern will be produced for distribution.

11 Contacts and complaint form template

11.1 Key contacts

- **Rector Rev Becca Bell** — (see website for contact details)
- **Parish Safeguarding Officer Jim Seth** — (see website for contact details)
- **PCC Secretary Mrs Trish Knights** — (see website for contact details)
- **Diocesan Safeguarding Officer Andy Earl** — via diocesan office (see website for contact details)
- **Diocesan Board of Finance** — via diocesan office — (see website for contact details)

11.2 Complaint form template (send to PCC Secretary Mrs Trish Knights)

- **Name of complainant:**
- **Contact details:**
- **Date:**
- **Nature of complaint:**
- **Details (dates, persons involved, facts):**
- **Steps already taken to resolve:**
- **Outcome sought:**
- **Supporting documents attached:**

12 Implementation and training

12.1 **Awareness.** The PCC will ensure officers, staff and volunteers are aware of this policy and their responsibilities.

12.2 **Training.** Safeguarding training and governance briefings will be provided in line with diocesan requirements.

13 Declaration and adoption

This Complaints and Grievance Policy was considered and adopted by the Parochial Church Council of Redruth Parish on the date shown below.

Signed on behalf of the PCC

Rector Rev Becca Bell: **Date:**

PCC Secretary Mrs Trish Knights: **Date:**

Parochial Church Council Chair: **Date:**

Motion for Adoption by the PCC

Proposed motion

That the Parochial Church Council of Redruth Parish adopts the Complaints and Grievance Policy dated [date] as presented, and authorises Rector Rev Becca Bell and PCC Secretary Mrs Trish Knights to implement the policy, to publish a summary leaflet for parishioners, and to refer matters to Diocesan Safeguarding Officer Andy Earl or the Diocesan Board of Finance where appropriate.

Mover: [name]

Seconder: [name]

Decision recorded: [approved / not approved] **Minute reference:** [PCC minute ref]

One page Leaflet Raising a Concern at Redruth Parish

Raising a Concern at Redruth Parish

Safeguarding

- **If a child or vulnerable adult is at risk, contact Rector Rev Becca Bell or Parish Safeguarding Officer Jim Seth immediately.**
- **If the concern is about a member of clergy, contact Diocesan Safeguarding Officer Andy Earl.**
- **If someone is in immediate danger, call 999.**

Other concerns including financial matters

- **Contact Rector Rev Becca Bell or PCC Secretary Mrs Trish Knights in the first instance.**
- **If you are not satisfied with the parish response, the matter may be referred to the Diocesan Board of Finance.**

How to make a formal complaint

- Send a written complaint to **PCC Secretary** with your contact details, the facts, and the outcome you seek.
- You will receive an acknowledgement within **7 working days** and a response within **28 days** where possible.

Confidentiality and records

- We will treat your complaint confidentially, subject to safeguarding and legal obligations.
- A summary of complaints (without personal details) is used to improve parish practice.

Contacts: (see website for contact details)

- **Rector Rev Becca Bell**
- **Parish Safeguarding Officer Jim Seth**
- **PCC Secretary Mrs Trish Knights**
- **Diocesan Safeguarding Officer Andy Earl and Diocesan Board of Finance** — via diocesan office

Footer

Redruth Parish is a registered charity. Registered Charity Number 1204231