

St James's Church, Ryde Church Council Complaints Policy & Procedure

1. General statement

St James's Church, Ryde is committed to its mission of proclaiming Christ, building up disciples, and sending out gospel workers for the good of the Isle of Wight and the glory of God. That said, despite our best efforts, there may be a time when you need to complain. This complaints policy is for those who are unhappy about matters for which the church is responsible that have affected them. Prior to using this formal procedure, we would encourage an informal approach to the Minister or a member of the Church Council to see if the matter can be resolved in that way.

But if your complaint is about:

- a. Safeguarding of Children or Vulnerable Adults; in the first instance contact the Designated Safeguarding Lead, Matt Ostler (safeguarding@stjamesryde.com). If the matter remains unresolved you should contact:
Christian Safeguarding Services (tel: 0116 218 4420)
- b. The Minister or Associate Minister; please raise the matter with the Minister. If the matter remains unresolved you should contact the Bishop, at;
bishopandylines@gmail.com
- c. Bullying or Harassment (by adults); you may find it helpful to consult St James's Church, Ryde Harassment and Anti-bullying Policy which is available from:
office@stjamesryde.com
- d. Your employment by St James's Church, Ryde; if you are an employee of the Church please refer to and follow the grievance procedure provided for in your terms and conditions of employment.

2. Making a complaint

Complaints should be made in writing or by email to the Minister whose name and contact details are set out below. The Minister 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 Church should do to put it right

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

The Minister will immediately record receipt of any complaint in a log.

3. How your complaint will be dealt with

The Minister will write to you or send you an email to confirm receipt of your complaint within 7 days of its receipt and arrange for it to be considered by the Church Council. If your complaint refers to particular individuals who are also on the Church Council it will meet without them being present.

The Church Council will look fairly into your complaint including seeking the views on the matter from any individuals, whether members of the Church Council or otherwise, to which your complaint refers. Depending on the nature of the complaint, the Church Council may well seek advice and guidance from either the Leadership Team or the Bishop, but in any case the matter will be kept confidential.

The Church Council 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 Church Council.

The Minister will then write to you with the conclusions from the Church Council review and reasons for that outcome. The Minister will aim to respond to you in this way as soon as possible, and no longer than 6 weeks after the receipt of your complaint.

This will be the Church's final response to your complaint.

If you remain dissatisfied, you may wish to consider contacting the Charity Commission as St James's Church, Ryde 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.

Minister: Rev. James Leggett

St James's Church
4, Market Street
Ryde
Isle of Wight
PO33 2NG

Tel: 01983 565621

Email: James.leggett@stjamesryde.com