



The Churchwarden/line manager then draws conclusions and informs the complainant and the subject of the complaint or grievance of the outcome, ideally within a week of the complaint or grievance being made.

Formal procedure for complaints and grievances – stage 2

If the reply given at stage 1 does not satisfactorily resolve the complaint or grievance, the complaint or grievance should be put in writing to a Churchwarden, who will take it to the PCC. The PCC will form a panel of three of its members who have not been involved in the process before.

The panel will establish why the complainant continues to feel aggrieved, and receive all the documentation from the previous investigation at stage 1. The panel will then meet with the complainant and his/her supporter, the subject of the complaint or grievance and his/her supporter, and the Churchwarden or line manager who investigated the complaint at the first stage. Witnesses may be called.

The panel members will then sit alone to form a judgement and make a decision about the complaint or grievance. They will inform the complainant and the subject of the complaint or grievance of the outcome within a month of the complaint being made.

The decision of the panel representing the PCC will be final.

We are committed to reviewing our policies and procedures annually.

Incumbent: Hazel O'Sullivan

Churchwardens: Barry Burford and Mike East

Date: 14.05.19

Signed: 