

COMPLAINTS PROCEDURE

CONTEXT

The key role of the Staff of Church House is to support the Bishops and the parishes in their mission and ministry. Callers should be treated with courtesy and their enquiries/needs dealt with efficiently and effectively. High standards are expected of the Staff and those who feel that they have not been treated fairly, or that the service/advice they have been offered is substandard, have the right to raise this in the appropriate quarters.

Church House is not responsible for the conduct of clergy or lay people holding the Bishop's Licence.

POLICY

Where someone wishes to complain about the service that they have received from a member of staff at Church House, then they can contact the head of department who will consider the complaint carefully as soon as is reasonably practicable. They will respond to the complainant and, where it is felt necessary, will invoke the relevant policy to resolve the issue. This may involve a disciplinary, grievance or capability procedure.

Where the complainant feels that their complaint has not been dealt with satisfactorily they may contact the Diocesan Secretary who will give the matter full consideration. The Diocesan Secretary's decision will be final.

Should the complaint be against the Diocesan Secretary, the complainant may contact another departmental manager or their Archdeacon.