

StMM Complaints Policy

Updated: August 2024

1. Purpose and Scope

A complaint is an expression of dissatisfaction about any aspect of our operations, whether actions taken or lack of action, justified or not. It can come verbally, by telephone, e-mail, or by letter.

We recognise complaints are different from concerns. Where there is a doubt

4. Resolving a complaint

- a) Ideally the person complained about should deal with it, if it is possible and appropriate to do so. If this is not appropriate, please contact the Vic

reply within 20 working days, we will tell you the reason why and let you know when we will be able to reply in full. If an extension is required, this will be with the agreement of both parties and up to a maximum of a further 28 working days.

- d) Having gathered all the relevant information, we will hold an assessment meeting with the Vicar, and the staff/ third parties concerned.
- e) The assessment meeting will set out the nature of the complaint and determine any action that needs to be taken. We will make a note on whether it is about an alleged breach of the Institute

8. Record Keeping

We will maintain detailed records of all complaints and their resolutions to ensure transparency and accountability. Records will include the initial complaint, correspondence, investigation details, outcomes, and any follow-up actions. These records will be securely stored for a minimum of 3 years to facilitate review and ensure compliance with legal and regulatory requirements. Access to these records will be restricted to authorised personnel only to protect the privacy of individuals involved. Regular audits will be conducted to ensure the integrity and accuracy of our record-keeping practices.

9. Training and Awareness

To ensure effective implementation of our complaints policy, all staff and volunteers will receive training on how to handle complaints professionally and sensitively. This training will cover the complaints process, escalation procedures, and the importance of record-keeping. Additionally, we will regularly update our team on any changes to the policy and provide refresher training to reinforce best practices. Awareness of the complaints policy will be integrated into our onboarding process and reinforced through periodic briefings to ensure that everyone involved understands their role in managing and resolving complaints effectively.

Approval

This Complaints Policy was given essential approval by the PCC on Tuesday 15th July, with minor checks and formatting edits to be made before publishing.

Review Control

Reviewed By	Date Reviewed	Date of next Review
Anna Price	27 th August 2025	September 2026

