# St James' Church Hemingford Grey

## COMPLAINTS POLICY

We are committed to resolving issues fairly, respectfully, and confidentially, in accordance with charity governance and Church England policies.

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**We're here to listen and improve.**

St James' Church is a registered charity and part of the Church of England. If you are unhappy with an aspect of our provision, you can raise a complaint.

**Raising a Complaint**

- **Try informal resolution first**

Contact the person or department involved and explain your concerns, if you are worried about doing this feel free to approach someone else to do this on your behalf. If unresolved, you may ask to speak with the staff member or volunteer's Line Manager.

**If the complaint is not resolved you may submit a formal complaint either by email or post:**

Email:churchwardens@churchbytheriver.org.uk or by post: Churchwardens, Parish Centre, 33 High Street, Hemingford Grey, PE28 9BJ

If your complaint is related to the incumbent then please contact the Churchwarden in the first instance.

**What to include:**

Please include your name and contact details, what happened, when it happened, and who was involved. Please also state the outcome you would like.

**What happens next?**

- We will acknowledge receipt of your complaint within 10 working days (2 weeks).
- A written reply will follow within 20 working days (4 weeks).
- Our staff and volunteers will follow a structured internal process to ensure your concerns are taken seriously and addressed fairly. If a complaint is complex or involves multiple departments, we will let you know if more time is needed.

**Appeals**

If you are not happy with our complaint response please submit an appeal within 10 working days (2 weeks) of being notified of the original outcome. You will be advised of where to direct an Appeal when the original complaint outcome is issued. Appeals are handled by the Chair of the Parochial Church Council.

| | Signed | Date |
|---|---|---|
| Incumbent | T. Ulley | 24. 9. 26. |
| Churchwarden | | |