



## Complaints Policy for the Church of Christ the King

Deeble Road, Kettering NN15 7AA

This Policy and Procedure was adopted at the PCC meeting held on:

Date: .....

Signed: ..... Churchwarden on behalf of PCC

Signed: ..... Senior Clergy

*Reviewed annually in June by the policy owner, and brought to PCC for review and approval every three years.  
Next review by PCC due Sept 2026.*



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Final Approved



## 1. INTRODUCTION

At the Church of Christ the King (CtK) we recognise that our church members and all those who visit our church, church office or any of our church activities have the right to expect high-quality service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

A complaint is a written or verbal expression of dissatisfaction or disquiet about an action, or lack of action by a person acting on behalf of the church, or about the policies and procedures of CtK. We would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. Where appropriate the complaint should first be raised directly with the church member or activity leader concerned. Where this is not appropriate, the guidance below should be followed.

CtK will consider any complaint using the procedures set out below.

It is important that CtK gives everyone the ability and information with which to complain and should determine the seriousness of the complaint, e.g.:

- conduct of clergy and/or some or all members of CtK
- the standard or sort of ministry offered
- discrimination
- provision of inaccurate information
- poor administration including delays in responding to enquiries

The purpose of this policy is to:

- protect the interests of all church members, church users and visitors
- improve the quality of ministry provided, by responding to the views and needs of people affected
- enable church members, users and visitors to propose improvements to how CtK works
- protect staff, church officers and church members

## 2. DEALING WITH A COMPLAINT

When responding to complaints, our aim is to enable them to be resolved informally, speedily and fairly by discussion, problem-solving, mediation or negotiation.

Where appropriate, the person making the complaint should in the first instance speak to the person(s) deemed responsible for the area of dissatisfaction or disquiet, and this will hopefully resolve the issue.

Where this is not appropriate or if the person making the complaint is not satisfied with the response, they should contact the relevant Head of Ministry, or a PCC Member or a Churchwarden, who will also attempt to resolve the complaint informally and speedily. If the complaint cannot be dealt with immediately, the complainant should be kept updated regularly about progress.

If the complainant is still not satisfied with this further response, they have the right to request a meeting with the Vicar and a Churchwarden, who will deal with the situation as appropriate, which may include a written response. Some complaints may be serious enough to go straight to this third stage. All complaints dealt with by this third stage of the process will be recorded in writing by the Churchwarden, including the nature of the complaint, the date received, the process followed, the action taken and the outcomes, including any further follow-up.

## 3. SUPPORT FOR THE COMPLAINANT

It is important that CtK give the complainant any help they need including:

- assistance in writing the formal complaint
- the opportunity to be accompanied at any meeting by a friend, advisor or advocate
- ease of access to any meeting



#### **4. CHILDREN OR ADULTS AT RISK**

If a complaint relates to or includes an allegation that a child or an adult at risk has been harmed or is at risk of harm, or that an adult or another child may have caused harm to a child or an adult at risk, it must be referred to the Parish Safeguarding Officer who will ensure the issue is responded to through the Diocesan and Charity Commission procedures for handling allegations of abuse.

#### **5. COMPLAINTS AGAINST CLERGY**

Complaints against clergy will be dealt with by the Churchwardens. In the case of formal and serious complaints, the Churchwardens will notify the Archdeacon or the Bishop, and either take advice from them, or pass the complaint over to them. This way the matter is managed appropriately and in a manner that is consistent with the Clergy Discipline Measure.

#### **6. CHURCHWARDENS' RESPONSIBILITIES**

The Churchwardens are responsible for maintaining this policy and reviewing it with PCC to ensure that it is aligned with current best practice and is legal.

For more information, please contact a Churchwarden. Contact details are available in ChurchSuite or via the Church Office.

