



St Anne's and St Andrew's Joint Council

Policy Number: 7

Policy Title: Complaints Policy

Approved: 23rd February 2016 Date for review: May 2017

1. The aim of the procedure is to settle complaints as quickly, fairly and as painlessly as possible.
2. In the event of a complaint against a member of staff or dissatisfaction with the service, please first try and resolve it with the staff member or service involved.
3. If a complainant feels the matter has not been satisfactorily resolved by that worker, then they may speak to the Vicar or Minister who will be prepared to deal with your complaint quickly and in confidence.
4. If this fails to settle the problem, then the matter may be raised with a member of the Joint Council who shall attempt to resolve the matter informally.
5. If not resolved within seven days, the matter may be raised formally with the Chair of the Joint Council, in writing, stating the nature of complaint. The Chair of the Joint Council shall convene a Complaint Panel consisting of 3 members of the Management Committee who have no prior Involvement in the case, as soon as possible and a Complaint Hearing shall be held within 15 working days from receipt of the formal notification of the complaint.