

THE PARISH ⊕ ST LEONARD HYTHE

Grievance Policy

The Parochial Church Council (PCC) of St Leonard, Hythe

'We aim to be an ever-more welcoming, inclusive, and caring Christian community that reaches out to all, thankful to God who draws us together and gives us life in all its fullness.'

The Parochial Church Council (PCC) is committed to its role which primarily includes “cooperation with the minister in promoting in the parish the whole mission of the Church, pastoral, evangelistic, social and ecumenical.” But there may be a time when you need to raise a grievance. This grievance policy is for employees of the PCC who are unhappy about matters for which the PCC is responsible that have affected them. Prior to using this formal procedure, the PCC encourages an informal approach to the Vicar or a Churchwarden to see if the matter can be resolved in that way.

But if your grievance is about:

Safeguarding of Children or Vulnerable Adults; please in the first instance contact the Diocesan Safeguarding Adviser at safeguarding@diocant.org or call 07548 232395.

The Vicar or another minister; please raise the matter informally with the Vicar. If the matter remains unresolved you could contact the Archdeacon, at darren.miller@archdeacashford.org or call 01233 712649. You may wish to read the leaflet “I have a complaint about misconduct by a member of the clergy – what can I do?” at <https://www.churchofengland.org/sites/default/files/2017-10/makingcomplainta4.pdf>.

I What is a grievance?

A grievance is a written 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 the church. A grievance is made by someone employed by the Parochial Church Council of St Leonard, Hythe (PCC).

2 Grievance procedure

- 2.1 A grievance should be submitted in writing to the employee's line manager. If, however, the employee's line manager is the subject of the grievance, the grievance should be sent to the PCC Secretary.
- 2.2 The PCC Secretary will ensure that your complaint is:
 - treated seriously
 - handled fairly without bias or discrimination
 - treated confidentially.
- 2.3 You should complain within 3 months of the event that you are complaining about. You need to set out:
 - your full name and address
 - what you think went wrong and how it has affected you including enough details to show why you are aggrieved
 - what (if anything) you think the PCC should do to put it right

- 2.4 The PCC Secretary should immediately record receipt of a complaint in a log.
- 2.5 The PCC Secretary will write to you or send you an email to confirm receipt of your grievance within 14 days of its receipt and arrange for it to be considered by the PCC's Complaints and Grievances Committee. If your complaint refers to particular individuals who are members of the Complaints and Grievances Committee it will meet without them being present.
- 2.6 The PCC's Complaints and Grievances Committee will look fairly into your grievance including seeking the views on the matter from any individuals, whether members of the PCC or otherwise, to which your grievance refers. The Complaints and Grievances Committee may appoint one or more persons to look into the matter on its behalf but it will be the Complaints and Grievances Committee that makes any decisions. The Complaints and Grievances Committee and any such appointed persons will treat the matter confidentially.
- 2.7 The Complaints and Grievances Committee may invite you to present your complaint to them. If so, you may attend with a friend/representative if you wish. The meeting should be held as informally as possible. The Chair will explain the purpose of the meeting, introduce the members and emphasise confidentiality. The meeting will be minuted by the Committee.
- 2.8 The PCC Secretary will write to you with the conclusions from the PCC Complaints and Grievances Committee's review and reasons for that outcome. The PCC Secretary will aim to respond to you in this way as soon as possible, and no longer than 6 weeks after receipt of your complaint.

This will be the PCC's final response to your grievance.

- 2.9 If you remain dissatisfied, you may wish to consider contacting the Charity Commission as while Parochial Church Councils are independent bodies they are charities and as such are regulated by the Charity Commission.

PCC Secretary	administrator@slhythe.com c/o The Vicarage Oak Walk Hythe CT21 5DN
The Charity Commission	Charity Commission First Contact, PO Box 1227, Liverpool L69 3UG. https://www.gov.uk/complain-about-charity

Signed: _____

Date: _____