



WHITEFRIARS CHURCH, RUSHDEN

Parochial Church Council

COMPLAINTS POLICY

Whitefriars PCC aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with us.

If you are not happy, please tell us:

- please speak to the relevant staff member, to the Whitefriars Youth Minister, or to the Vicar
- if you are unhappy with an individual member of staff or volunteer sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to an appropriate member of staff, to the Youth Minister or to the Vicar.

We see any such complaint as being an expression of dissatisfaction about the standard of our service, the substance of our policies, and the actions or lack of actions by our staff and volunteers.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within a week.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Vicar. (If your complaint is about the Vicar, please write to the PCC Secretary).

All written complaints will be logged. You will receive a written acknowledgement within three days.

The aim is to investigate your complaint properly and give you a reply within two weeks, setting out how any identified problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered. If necessary the response will also include an apology and an undertaking to improve policies, procedures, or performance.

If after we have responded you are not satisfied, please write to the PCC Secretary who will report the matter to the next PCC meeting, which will decide on any further steps to resolve the situation.

The Youth Minister is:

Mrs. Nicola Mizon, c/o Whitefriars Church, Boughton Drive, Rushden, NN10 9HX.
nicolamizon@yahoo.com

The Vicar is:

Revd. Chris Youngman, 18, Wymington Park, Rushden, NN10 9JP.
☎ (01933) 551769
vicar@whitefriarschurch.org.uk

The PCC Secretary is:

Mr. Melvyn Hunter, 39, First Avenue, Wellingborough, NN8 3PT.
☎ (01933) 222910
info@csr-kenya.co.uk

This Policy was last reviewed on 22 February 2016.

Signed: _____

Office: _____

This Policy will be reviewed again by March 2019