

## COMPLAINTS POLICY



The CHURCH OF ENGLAND  
The Diocese of Peterborough



Whitefriars Church,  
Boughton Drive,  
Rushden, NN10 9HX



THIS POLICY was first produced in February 2016. It was last reviewed in March 2023.

This policy will be reviewed every three years. It will be reviewed again in March 2026.

Signed: *M.D. Hunter*

Office: P.C.C. Secretary

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 if for any reason you are not satisfied with your dealings with us.

If you are not happy, please tell us:

- 1) Speak to the relevant staff member, to Whitefriars Children's and Family minister, to Whitefriars Youth Minister or to the Vicar.
- 2) 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, the Children's and Family minister, the Youth Minister or 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 five working days.

### **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 five working days.

The aim is to investigate your complaint properly and give you a reply within two weeks (ten working days), setting out how any identified problems 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.

## COMPLAINTS POLICY

The Children's and Family Minister is:

Mrs. Emma Croxon, c/o Whitefriars Church, Boughton Drive, Rushden, NN10 9HX.  
emma@whitefriarschurch.org.uk

The Youth Minister is:

Miss Lizzie Moubauer, c/o Whitefriars Church, Boughton Drive, Rushden, NN10 9HX.  
lizzie@whitefriarschurch.org.uk

The Vicar is:

Rev. 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.  
melvyndhunter@gmail.com