



Notes for the PCC:

In adopting this policy, the PCC will need to decide:

Who will receive complaints? This would normally be the PCC Secretary or Parish Administrator. It could be a Churchwarden or incumbent.

Who will review complaints? The PCC should nominate a Complaints Committee (this should have a list of names with reserves if necessary) ordinarily at the first meeting after the APCM each year. It may be that the PCC decides that the Standing Committee should act as the Complaints Committee.

The timescales that will apply to complaints made to your PCC.

Having decided how to proceed the PCC will need to pass a resolution appointing the Complaints Committee, authorising it to act as such and requiring it to report back on its work.

Solihull Parish Complaints Policy and Procedure:

The Parochial Church Council (PCC) is the board of Trustees of the parish church. It includes the vicar (rector) or minister of the parish and is a charity, governed by Charity Law and Church of England Canons and Measures. It is committed to its role which primarily includes “*co-operation with the minister in promoting in the parish the whole mission of the Church, pastoral, evangelistic, social and ecumenical.*” It strives to be open, honest, fair and responsible, but recognises that things will from time to time fall short of expectations and there may be a time when you need to complain. This complaints procedure is for those who are unhappy about matters for which the PCC is responsible that have affected them. Prior to using this formal procedure, the PCC strongly encourages an informal approach to the Rector, Churchwardens, or Parish Warden to see if the matter can be resolved in that way.

But if your complaint is about:

- Safeguarding of Children or Vulnerable Adults; please contact the Diocesan Safeguarding Team.

Email: safeguardingsupport@cofebirmingham.com if not urgent.

Call: 07342 993844 if urgent.

- The Rector or another minister; you should raise the matter with the Rector and/or Churchwardens. If, having done so, the matter remains unresolved, you should contact the Archdeacon, at: phelim.ohare@cofebirmingham.com
- You may wish to read the leaflet “*I have a complaint about misconduct by a member of the clergy - what can I do?*” at: [makingcomplainta4.pdf](#)

Please contact the parish office if you require a hard copy of this guidance document.

Making a complaint to the PCC

Complaints should be made using the attached proforma and emailed to the PCC Complaint Handler whose name and contact details are set out at the end of this document. If you are unable to use email a printed proforma can be obtained from the Parish Office and the completed form returned to the same.

The PCC Complaint Handler will ensure that your complaint is:

- treated seriously,
- handled fairly without bias or discrimination,
- treated confidentially.

To be considered, complaints should be made as soon as feasibly possible, ideally within 3 months of the event that you are complaining about, and include:

- your personal details (name, address, telephone number, e-mail, etc.),
- a clear statement of what your complaint is,
- details about the complaint (when, where, what happened, etc.),
- the evidence you provide to justify the complaint (this may be statements, letters, etc.),
- a declaration that what you state is the truth,
- what (if anything) you think the PCC should do to put it right.

If someone else complains on your behalf, the PCC will need written confirmation from you saying that you agree for that person to act for you. If you have difficulty with written material, the PCC can provide a person to assist you.

The PCC Complaint Handler should immediately record receipt of a complaint in a log.

How your complaint will be dealt with

The PCC Complaint Handler will write to you or send you an email to confirm receipt of your complaint within 10 days of its receipt and arrange for it to be considered by the PCC's Complaints Committee. If your complaint refers to someone who is a member of the Complaints Committee, it will meet without them being present.

The PCC's Complaints Committee will look fairly into your complaint including seeking the views on the matter from any individuals, whether members of the PCC or otherwise, to which your complaint refers. The Complaints Committee may appoint one or more persons to look into the matter on its behalf, but it will be the Complaints Committee that makes any decisions. The Complaints Committee and any such appointed persons will treat the matter confidentially.

The Complaints 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.

The PCC Complaint Handler will write to you with the conclusions from the PCC Complaints Committee's review and reasons for that outcome. The PCC Complaint Handler 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 complaint.

Unacceptable behaviour

‘Unacceptable behaviour’ means acting in a way that is unreasonable, regardless of the level of someone’s stress, frustration or anger. It may involve acts, words, or physical gestures that could cause another person distress or discomfort. Unacceptable behaviour might include someone harassing our staff or volunteers or continuing to contact us about a complaint which has been given a final response. We reserve the right to reject outright any complaints made accompanied by unacceptable behaviour. This is regardless of whether the complaint itself may be valid.

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. The Charity Commission can be contacted either via their website [gov.uk/complain-about-charity](https://www.charitycommission.gov.uk/complain-about-charity) or by writing to them at Charity Commission First Contact, PO Box 1227, Liverpool L69 3UG.

PCC Complaint Handler

Mrs Julia Hanson

C/o Parish Office: 0121 705 5350

<pccsecretary@solihullparish.org.uk>

This policy was adopted by Solihull PCC on 14/07/26.

The review period for this policy is **2 years**.

Date of next review: **July 2028**