

## 1. Overview

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 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 encourages an informal approach to the Vicar or a Churchwarden to see if the matter can be resolved in that way.

You can see the Holy Trinity team at <https://htchurch.org/meet-the-team>

## 2. What is your complaint about?

### Safeguarding of Children or Adults at Risk

In the first instance please contact our Safeguarding Officer or the Diocesan Safeguarding Adviser. Please see a later section for all contact details.

### The Vicar or another minister

Please raise the matter with the Vicar. If the matter remains unresolved you could contact the Archdeacon. 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://bit.ly/3esOvOY>

### Bullying or Harassment

Please contact the Holy Trinity, PCC Secretary.

### Your employment by the PCC

If you are a PCC employee please refer to and follow the grievance procedure provided for in your terms and conditions of employment.

## 3. Making a complaint to the PCC

Complaints should be made in writing or by email to the PCC Secretary whose name and contact details are set out in a later section. The PCC Secretary will ensure that your complaint is:

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

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

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.

The PCC Secretary will record receipt of a complaint.

## 4. If the complaint is about the PCC Secretary

In this instance you should approach one of the two churchwardens. They will then take the appropriate action by following the guidelines in sections 3 and 5.

## 5. How your complaint will be dealt with

The PCC Secretary will write to you or send you an email to confirm receipt of your complaint within 5 days of its receipt and arrange for it to be considered by the PCC's Complaints Sub-Committee. If your complaint refers to particular individuals who are members of the Complaints Sub-Committee it will meet without them being present.

The PCC's Complaints Sub-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 Sub-Committee may appoint one or more persons to look into the matter on its behalf but it will be the Complaints Sub-Committee that makes any decisions. The Complaints Sub-Committee and any such appointed persons will treat the matter confidentially.

The Complaints Sub-Committee may invite you to present your complaint to them. If so, you may attend with a friend / representative if you wish. The meeting will 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 Secretary will write to you with the conclusions from the PCC Complaints Sub-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 complaint.

## 6. Appeal

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 <https://www.gov.uk/complain-about-charity> or by writing to them at Charity Commission First Contact, PO Box 1227, Liverpool L69 3UG.

## 7. Contacts

Vicar	Revd. Simon Couper   E <a href="mailto:vicar@httchurch.org">vicar@httchurch.org</a>   T 020 8898 1168
PCC Secretary	Tim Little   E <a href="mailto:pccsecretary@httchurch.org">pccsecretary@httchurch.org</a>   M 07973 272154
Parish Manager	Lucy James   E <a href="mailto:admin@httchurch.org">admin@httchurch.org</a>   M 07936 023779
Safeguarding Officer	Lucy James   E <a href="mailto:admin@httchurch.org">admin@httchurch.org</a>   M 07936 023779
Churchwarden	Fleur Beeson   E <a href="mailto:churchwarden@httchurch.org">churchwarden@httchurch.org</a>   M 07936 023 779
Churchwarden	Rob French   E <a href="mailto:churchwarden@httchurch.org">churchwarden@httchurch.org</a>   M 07936 023 779
Diocese Adviser	Andrew Munro   E <a href="mailto:Andrew.munro@london.anglican.org">Andrew.munro@london.anglican.org</a>   T 020 3837 5092
Archdeacon	Ven. Richard Frank   E <a href="mailto:archdeacon.middlesex@london.anglican.org">archdeacon.middlesex@london.anglican.org</a>

## 8. Issuer

This policy has been issued and approved by the Parochial Church Council of Holy Trinity Church, Twickenham. It is reviewed every two years.

Version control				
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1	10 May 2021	Tim Little	Withdrawn	
2	10 May 2021	Tim Little	Withdrawn	
3	15 May 2021	Tim Little	Withdrawn	May 2023
4	13 Nov 2023	Tim Little	Issued	Nov 2025