Parish of St Alfege Greenwich

Complaints Policy

The following policy was agreed at the Parochial Church Council (PCC) meeting held on 22 October 2025.

1. Introduction

St Alfege Church, Greenwich, is committed to serving our congregation and community with care, integrity, and respect. We recognise that occasionally concerns may arise, and we are committed to addressing them promptly and fairly. This policy outlines how complaints can be raised and the process for resolving them.

2. Scope of the Policy

This policy applies to complaints related to:

- The conduct of clergy, staff, or volunteers
- Church services, events, and activities
- Use of church premises
- Safeguarding concerns (separate procedures apply—see Section 7)

This policy does not cover:

- Complaints about matters of doctrine, which are addressed through the Church of England's theological channels
- Disputes relating to employment, which are handled through HR procedures

3. Informal Resolution

Many concerns can be resolved quickly and informally. In the first instance, we encourage individuals to speak directly with the person involved or with a member of the clergy or church leadership.

If an informal approach does not resolve the matter, or if the complainant prefers, they may follow the formal complaint procedure outlined below.

4. Formal Complaint Process

Step 1: Submitting a Complaint

A formal complaint should be submitted in writing to the Vicar or Churchwarden. It should include:

- The nature of the complaint
- Relevant dates and details
- Any supporting documents
- The desired outcome (if applicable)

Complaints can be sent via email or letter to:

St Alfege Church
Greenwich Church Street, Greenwich, London SE10 9BJ
Email: office@st-alfege.co.uk

If the complaint involves the Vicar, it should be directed to the Archdeacon of Lewisham and Greenwich via Richard.Coe@southwark.anglican.org.

Step 2: Acknowledgment

The complaint will be acknowledged in writing within 10 working days.

Step 3: Investigation

A senior member of the church leadership will investigate the complaint. This may involve:

- Speaking with the complainant and relevant parties
- Reviewing any relevant documents or records
- Seeking guidance from the Diocese if necessary

The complainant will be informed of the expected timeframe for a response, typically within 30 working days.

Step 4: Response and Resolution

Once the investigation is complete, a written response will be provided. This will include:

- Findings from the investigation
- Any actions taken or proposed solutions
- Information on further steps if the complainant is dissatisfied

5. Appeals Process

If the complainant is not satisfied with the response, they may appeal within 14 days by writing to the Archdeacon of Lewisham & Greenwich via Richard.Coe@southwark.anglican.org. The Archdeacon will review the case and respond within 30 working days. Appeals relating to a complaint concerning the Vicar should be sent to the Bishop of Woolwich using the same process.
The appeal process follows the same procedure outlined in the Appeals Policy.

6. Confidentiality

All complaints will be handled sensitively and confidentially. Information will only be shared with those necessary for investigating and resolving the issue.

7. Safeguarding Concerns

Any complaints relating to safeguarding (abuse, neglect, or harm involving children or vulnerable adults) should be reported immediately to the Parish Safeguarding Officer or the Diocesan Safeguarding Team. These will be handled according to Church of England safeguarding policies.

8. Review of Policy

This policy will be reviewed regularly by the Parochial Church Council (PCC) to ensure it remains effective and up to date.

For further information, please contact the Church Office.