



Parish of St Alfege Greenwich

Grievance 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 fostering a respectful, inclusive, and supportive environment for clergy, staff, volunteers, and congregation members. We recognise that grievances may arise, and this policy provides a structured approach for raising and resolving concerns fairly and promptly.

2. Scope of the Policy

This policy applies to grievances relating to:

- Workplace conditions for staff and volunteers
- Treatment by colleagues, clergy, or church leadership
- Alleged unfair or discriminatory practices
- Issues affecting an individual's role or participation in church life

This policy does **not** cover:

- Safeguarding concerns (these should follow the Church of England's Safeguarding Policy)
- Grievances about church services or general operations (covered under the Complaints Policy)
- Doctrinal matters (handled by the Church of England's theological channels)

3. Informal Resolution

Where possible, grievances should first be raised informally. This may involve:

- Speaking directly with the person involved
- Discussing the issue with a line manager, clergy member, or churchwarden
- Seeking mediation through a neutral third party

If the issue is not resolved informally, or if the individual prefers, they may proceed with a formal grievance.

4. Formal Grievance Process

Step 1: Submitting a Grievance

A formal grievance should be submitted in writing to the Vicar or Churchwarden, detailing:

- The nature of the grievance
- Relevant dates and events
- Any supporting documents or evidence
- The desired resolution (if applicable)

Grievances 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 grievance involves the Vicar, it should be directed to the Archdeacon of Lewisham & Greenwich via Richard.Coe@southwark.anglican.org.

Step 2: Acknowledgment

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

Step 3: Investigation

A senior church leader or designated representative will investigate the grievance, which may include:

- Speaking with the individual raising the grievance
- Consulting relevant parties or witnesses
- Reviewing any necessary documents

A response will typically be provided within 30 working days, though complex cases may require more time.

Step 4: Resolution & Outcome

A written response will be issued, outlining:

- The findings of the investigation
- Any actions to be taken
- Steps for further resolution if needed

If the individual is not satisfied with the outcome, they may submit an appeal (see Section 5).

5. Appeal Process

If a grievance is not resolved satisfactorily, an appeal can be made in writing within 14 days to the Archdeacon of Lewisham & Greenwich via Richard.Coe@southwark.anglican.org. Appeals relating to a grievance 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 grievances will be handled confidentially, and information will only be shared with those directly involved in the investigation and resolution.

7. Protection from Retaliation

St Alfege Church will ensure that no individual faces discrimination or negative consequences for raising a legitimate grievance in good faith.

8. Review of Policy

This policy will be reviewed regularly by the Parochial Church Council (PCC) to ensure it remains effective and in line with Church of England guidance.

For further information, please contact the Church Office.