

Complaints Policy for St Laurence Catford

1. Introduction

At St Laurence Catford we are committed to providing the best possible service to all those we assist, work with, and support. We value feedback and use it to improve our services and the way we work. This Complaints Policy aims to address any concerns or issues raised by the public, volunteers, or partners, ensuring that we respond fairly and appropriately.

2. Who Can Make a Complaint?

Any individual or organization interacting with St Laurence Catford– including beneficiaries, donors, volunteers, and staff – has the right to make a complaint about our services, conduct, or any other aspect of our charity’s operations.

3. What Can Be Complained About?

Complaints can be made about any of the following areas:

- The quality of the services or support we provide
- Treatment or conduct by staff, volunteers, or representatives of the charity
- Miscommunication or lack of information
- Any other issues related to our activities, policies, or operations

4. How to Make a Complaint

If you wish to make a complaint, please follow these steps:

1. **Informal Resolution:** If possible, we encourage you to raise the issue directly with the individual concerned. Often, concerns can be resolved quickly through informal discussion.
2. **Formal Complaint:** If you are unable to resolve the issue informally or feel the matter requires further attention, please submit a formal complaint by email or in writing to The PCC Secretary C/O Parish Office, St Laurence Catford 37 Bromley Road, SE6 2TS or by email to: manager@stlaurencecatford.org.uk
 - Please provide a clear description of your complaint, including any relevant details, dates, and individuals involved.
 - We also welcome suggestions for how the issue can be resolved.

5. How Complaints Will Be Handled

Once a formal complaint is received, we will:

- Acknowledge receipt of your complaint within three working days.

- Review the details of your complaint and, if necessary, consult with the relevant individuals or departments.
- Provide a resolution or outcome to the complaint within fifteen working days

If the investigation is expected to take longer, we will keep you informed of the progress and any reasons for delays.

6. Appeals Process

If you are dissatisfied with the outcome of your complaint, you may appeal the decision. Please submit your appeal within 10 working days of receiving the initial response. The appeal will be reviewed by the Standing Committee C/O PCC Secretary for a final decision.

7. Confidentiality and Data Protection

All complaints will be treated with confidentiality. Any personal information provided will be handled in accordance with our privacy policy and relevant data protection laws. We will not share your complaint or details with anyone outside of the complaint process without your consent, unless required by law.

8. Support for Complainants

If you need assistance with making a complaint, including if you have any accessibility requirements, please let us know. We will do our best to support you in raising your concerns.

9. Monitoring and Improvement

We value all complaints and use them as an opportunity to learn and improve our charity's operations. All complaints will be reviewed periodically to identify patterns or areas for improvement in our services.

10. Contact Details

If you have any questions about this Complaints Policy or wish to raise a concern, please contact us at:

The Parish Office
St Laurence Catford
Bromley Road
Catford SE6 2TS

The Archdeacon of Lewisham and Greenwich
The Rev'd Canon Dr Chigor Chike
c/o Diocese of Southwark
Trinity House

This policy will be reviewed regularly to ensure that it continues to meet the needs of those we serve and complies with applicable regulations.