

Appendix A: The Trinity Complaints Procedure

1. In the first instance, anyone with a difficulty or complaint is encouraged to approach the other person directly to attempt to resolve the problem verbally.
2. If the matter cannot be resolved directly, help should be sought from the group leader, overall area coordinator or PCC Sub committee chair to resolve the matter supported by the safeguarding officer where needed. They also have the discretion to involve the Church Wardens or Incumbent immediately if needed
3. If the complaint is against an ordained minister, then the complaint should be dealt with as per diocesan policy (currently The Diocese of Exeter Bishop's Guidelines for the Ordained Ministry Section 8 - The Clergy Discipline Measure.) If the complaint is against a member of the Church Staff or a Church Warden then this should be referred directly to the Incumbent.

4. If the matter is still not resolved or the matter is serious, then the complaint should be passed to the Church Wardens, ideally in writing. The Church Wardens now have two options.

a. The church wardens can organise a mediated discussion. More than one mediation meeting may be required.

b. They can investigate the complaint and decide if the complaint is upheld or not. The church wardens should write to the person who made the complaint advising them of the outcome and if appropriate the action that will be taken.

It may be appropriate for a volunteer to take time out from their role whilst the complaint is being dealt with. This may be managed naturally for example if the person is not on the rota for several weeks. If the matter is serious the wardens may decide to involve outside agencies at this stage.

5. If the matter still cannot be resolved it will be reported to Trinity Church's Incumbent by the wardens in writing. The Incumbent will review all discussions and written reports so far and reach a final decision on the matter. This may or may not involve further discussions with the parties as the Incumbent considers appropriate.

This process is designed to take place as quickly as possible to encourage early resolution. Each step in this process should ideally take place within 14 days of being notified / receipt. If this is not possible all parties should be informed of the reason why and given a clear date when a response or decision will be given.

Appendix B – Procedure for a mediated discussion.

The parties involved in the complaint will meet together with two other Trinity members who will act as independent participants there to neutrally guide the discussion to an amicable resolution. The choice of each mediator will be down to each party, however parties are encouraged to choose people within the church who are in positions of leadership (such as home group leaders or PCC members) or are recognised as mature 'elders' in the church. If agreement cannot be reached it is suggested the current safeguarding officer (Gill Kendrick) and the Chair of the Pastoral Care Committee (Claire Reynolds, who has attended mediation training) are invited to act as mediators.