

# KINGSKERSWELL PAROCHIAL CHURCH COUNCIL

(St Mary's Parish Church, Church End Road, Kingskerswell, Newton Abbot TQ12 5LD)

## Complaints Grievance and Whistleblowing Policy

1.

1.1 Kingskerswell Parochial Church Council (PCC) is a registered charitable trust and is collegiately responsible and accountable for this policy.

1.2 We are committed to acceptable, fair and reasonable standards and behaviour.

1.3 This Policy relates to the processes of complaints, grievance and whistleblowing

1.3 The PCC is committed to respond appropriately to all complaints, grievances and whistleblowing

1.4 The PCC must pay specific attention to confidentiality

1.5 The PCC should have due regard to frivolous or malicious reports

1.5 Care must be taken to avoid inappropriate favour and conflict of interest

1.6 Any response specifically for safeguarding disclosures, refer to the Safeguarding Policy

1.7 Whilst considering complaints, grievances and whistleblowing, the PCC must pay due regard to existing PCC policies

1.8 Whilst managing any complaint, grievance or whistleblowing, the PCC should consider seeking professional legal advice, particularly for serious reports

1.9 PCC investigations, as appropriate, should be conducted promptly, fairly and with due regard to confidentiality

1.10 Where appropriate, support should be offered to the aggrieved, e.g. personally or by referral to external support agencies

2.

2.1. Minor or everyday complaints should be managed informally, with simple resolutions and, when necessary, keeping brief records

2.2 Complaints of a more serious nature, e.g. safeguarding, gross misconduct or criminal acts, should be recorded

2.3 The relevant authority should be informed regarding serious matters, e.g. the police, social services or third party management

2.4 Investigations required by other agencies should have precedence

2.5 Notwithstanding any third party investigation, any findings by a PCC investigation may lead to formal discipline measures, e.g. warnings, exclusions or termination of contract

3.

3.1 All grievances should be taken seriously

3.2 Minor or everyday grievances should be managed informally, e.g. through discussion with aggrieved, face to face resolution or mediation

3.3 A brief record should be kept of relevant minor grievances

3.4 Grievances of a more serious nature, e.g. safeguarding, gross misconduct or criminal acts, should be recorded as soon as practicable.

3.5 The relevant authority should be informed regarding serious matters, e.g. the police, social services or third party management.

3.6 Irrespective of any agency findings, grievances of a more serious nature may have to be investigated by the PCC

3.7 Always consider the needs of the aggrieved, keeping them informed, as appropriate

3.8 Any findings by a PCC investigation may lead to formal warnings, exclusions or even termination of contracts

4.

4.1 Whistleblowing should be taken seriously

4.2 The whistle blower must be afforded appropriate privacy and offered support

4.3 Always consider the needs of the whistle blower, ensuring they are aware of the process and intended further action

4.4 Whistleblowing of a serious nature, e.g. safeguarding, gross misconduct or criminal acts, should be recorded as soon as practicable

4.5 Action specifically for safeguarding disclosures, the PCC must refer to the PCC's Safeguarding Policy

4.6 The whistle blower must be advised that the relevant authority would be informed regarding serious matters

4.7 The relevant authority must be informed regarding serious matters, e.g. police, social services or third party management

4.8 Irrespective of any agency findings, reports of a more serious nature may still have to be investigated by the PCC

4.9 Any findings by a PCC investigation may lead to formal warnings, exclusions or even termination of contracts

5.

5.1 A central record of all relevant complaints, grievances and whistleblowing should be retained securely, in accordance with the General Data Protection Regulations 2018