



# CAVERSHAM THAMESIDE AND MAPLEDURHAM

ST PETER | ST MARGARET | ST JOHN

## **PCC COMPLAINTS AND WHISTLEBLOWING POLICY**

Complaints about how a church discharges its safeguarding responsibilities should be addressed to the Parish Safeguarding Officer or equivalent, or to the incumbent.

Complaints about the incumbent or the Parish Safeguarding Officer should be addressed to the area bishop or archdeacon.

Concerns which an individual considers cannot be raised through these channels can be directed to the diocesan bishop or, for safeguarding issues, to the diocesan safeguarding adviser with a request that the individual's identity is withheld from those in the parish. However, it needs to be understood that the church cannot act on anonymous allegations or take formal action in the absence of reasonably substantiated concerns.

Those who raise issues under this provision must have a reasonable belief that it is well founded. However, appropriate action will be taken if a malicious allegation is made.

If an investigation is required, confidentiality will be maintained to the extent that this is appropriate and practical in the circumstances.

The person raising complaints or concerns will be informed of the outcome subject to the normal rules on confidentiality of personal information.

Agreed by PCC  
December 2014

Date reviewed	March 2017
Next review date	2020