



Morpeth Parish

St James the Great + St Mary the Virgin + St Aidan

Morpeth Parish supports wholeheartedly TOWARDS A SAFER CHURCH

Complaints Policy 2019/20

The Parish of Morpeth adopts the Complaints Policy of the Newcastle Diocesan Board of Finance (NDBF) which views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint. Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone in our parish knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired and reconciliation explored
- To gather information which helps us to improve what we do

Full details of the NDBF Complaints Policy is available on

<https://www.newcastle.anglican.org/safeguarding/>

This policy is reviewed each year by the Parochial Church Council.

RectorSimon J H White

Churchwardens....Mary Ord.....C Reed

.....E Scott Tatum.....J Richardson.....

Date.....2nd May 2019.....