**Registration of Complaint**

This form should be read in conjunction with the SJP Complaints Policy on the website which is the guidance for making a complaint.

We are sorry that something has happened which gives rise to your complaint which we take seriously and will deal with as a matter of urgency. You should receive an acknowledgement of your complaint within five days and the result of a full investigation as soon as possible thereafter (in any event within ten working days of the meeting, see below). We recognise that you will want this matter resolved as swiftly as possible.

Privacy

Consent to store and process your data

By completing the form, you consent for SJP to process and store your personal details in compliance with prevailing data regulations and legislation to enable the organisation to deal with your complaint. The data will only be kept for a period of no longer than necessary to enable SJP to process your complaint and for a maximum of six years.

After the applicable time period described above, all information concerning the complaint will be destroyed.

Your right to request anonymity

You have the option to request anonymity throughout the complaints process, stating the reason why you believe this is necessary. Your request for anonymity will be considered by SJP which will inform you of its decision by your preferred means of communication. Anonymity will only be considered in certain circumstances where this does not prejudice the handling of your complaint in a way which is fair for all sides involved.

Safeguarding

We aim to respect your confidentiality at all times. If on the basis of the information you provide, however, SJP has reasonable grounds to believe that you or others may be at risk of harm, we may be required to exercise our duty of care and inform the relevant authorities for the protection of you and / or other individuals involved.

Once you have completed this form please send it either as a document via email to The Secretary of the PCC (pcc@sjp.org.uk) or by hand or by post to:

The Secretary PCC

St James’s Church Piccadilly

197 Piccadilly

London W1J 9LL

If you are considering reporting a complaint but cannot read and/or complete this form for any reason please contact the Church Administrator on tel: 020 7734 4511

PLEASE PRINT/TYPE IN BLOCK CAPITALS

|  |  |
| --- | --- |
| Your name:  |  |
| Your address: |  |
| Your email: |  |
| Your telephone number: |  |

Please indicate by ticking by which means you wish us to contact you:

Email □

Telephone □

In writing □

|  |  |
| --- | --- |
| Date of incident: |  |
| Location of incident: |  |

Please set out in your own words the nature of your complaint, stating whether it is general or in respect of a particular named individual, about a particular service or treatment to which you have been subjected. If there is insufficient space below please continue on a separate sheet.

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Have you taken up your complaint using the Informal stage (as set out in the Complaints Policy) which states “Wherever possible, complaints shall be resolved through a process of informal discussion with a relevant member of staff and/or the Rector”

Yes □

No □

If not, please explain why not:

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What is the outcome you wish to see having made your complaint?

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Part of the process of resolving complaints involves a meeting with the Rector and a churchwarden, who shall consider the complaint and any action needed, except that in the case that if the complaint is about the Rector, the complainant shall be invited to a meeting with both Churchwardens.

Please indicate what dates and times you are available for such a meeting:

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We await receiving your complaint and hope to be able to resolve the issue.

Keith Best

PCC Secretary