

The Netherexe Parishes
A Mission Community in The Diocese of Exeter
Complaints Procedure [Including Safeguarding Complaints]

- 1 This complaints procedure is for use by those wishing to complain about any incident, including the handling of Safeguarding incidents, that may have occurred within the Netherexe Parishes.
- 2 We are committed to ensuring that anyone who raises a complaint with us about any incident, including safeguarding issues, is treated with respect, listened to and supported, and dealt with fairly and promptly.
- 3 All information about a complaint will be treated in the strictest confidence, unless it involves potential criminal activity in which case the relevant authority will be informed.
- 4 Complaints which fall under this procedure may include:
 - Safeguarding handling in relation to children or vulnerable adults
 - Allegations of Bullying or Harassment
 - Allegations of Misconduct by PCCs or individual PCC members
 - Allegations of Discrimination by staff, volunteers, churchgoers or any person on church premises in relation to race, ethnicity, gender or age.

This list is not exhaustive.

- 5 In the first instance we would ask that you speak with the Priest in Charge in respect of any complaint unless it is about the Priest in Charge.

Whilst every effort will be made to resolve your complaint informally, if it is not possible to do so, you may wish to make a further complaint to the Archdeacon of Exeter, in which case you should follow the instructions at paragraph 6.

- 6 Allegations of misconduct or incidents relating to a Priest in Charge must be referred in writing to the Archdeacon of Exeter at the Diocese of Exeter:

The Venerable Andrew Beane
Emmanuel House
Station Road, Ide
Exeter
EX2 9RS
Tel: 01392 425577

Email: archdeacon.of.exeter@exeter.anglican.org

- 7 If contacting the Archdeacon your complaint(s) should be:
 - Made in writing and marked “confidential”.
 - Unless there are exceptional circumstances, you should complain within 3 months of the event or outcome that you are complaining about.
 - Include your full name, postal address and contact details.
 - State what you think went wrong and how it has affected you, including details of your specific complaint(s)
 - The outcome(s) you are seeking from your complaint(s) i.e., what might be put in place to put matters right.

The Netherexe Parishes
A Mission Community in The Diocese of Exeter
Complaints Procedure [Including Safeguarding Complaints]

Your complaint must state how you consider there has been a failure to comply with National, Diocesan or Mission Community policy and guidance. It is not enough to say that you disagree with a professional decision taken within the Mission Community.

- 8 If your complaint relates to a Safeguarding issue that you do not wish to be dealt with by the Mission Community, you should contact Costa Nassaris, Diocesan Safeguarding Officer at the Diocese of Exeter:

Costa Nassaris
Diocesan Offices
The Old Deanery
The Cloisters
EXETER
EX1 1HS Tel: 01392 294969 / 07809 339501

- 9 Full details of the Diocese of Exeter Safeguarding Complaints Policy and Procedure can be found at:

<https://exeter.anglican.org/who-we-are/edbf-complaints-policy/>

A copy of this can be sent to you upon request by contacting the Church office:

The Netherexe Parishes Church Office
St Mary Magdalene Church
Stoke Canon
EXETER, EX5 4AS
Email: administration@netherexe.org