

PEEBLES OLD PARISH CHURCH OF SCOTLAND

Policy for Managing Safeguarding Complaints

This Policy has been drawn up to comply with the instruction from the Safeguarding Committee and agreed by the General Assembly of the Church of Scotland (March 2007).

AIMS AND OBJECTIVES.

We aim to provide the best possible standards of care and concern for all who are part of the Church family.

We will ensure that any allegations of abuse or harm are dealt with through the Child Protection systems developed by the Safeguarding Office of the Church of Scotland. It will be our objective to address all complaints fairly and impartially. We will operate a recording system to demonstrate that we have been sympathetic and effective in ensuring that the needs of children and vulnerable adults are being met.

THE PRINCIPLES UNDERPINNING OUR POLICY

1. Through effective communication the existence of our complaints system will be made known to all who engage in the life of our congregation.
2. Our complaints system will be easily accessible and will seek to be actively helpful when people have reason to voice a complaint, concern or comment. Complaints will be dealt with following a clearly set out procedure which will be easy to understand. (See Appendix 1.)
3. We will deal with any complaint promptly and will set deadlines to ensure progress while a complaint is being fully explored.
4. All complaints will be thoroughly and objectively investigated by an independent and unbiased person who will report to the Safeguarding Panel.
5. Complaints and any action which may follow will be dealt with in a confidential manner.
6. We will provide an effective response and appropriate redress for each complaint investigated. We will operate a recording system to demonstrate the steps taken in dealing with the complaint. (See Appendix 2.)

APPENDIX 1. PROCEDURES.

We realise that almost all who take the time to complain feel genuinely wronged or aggrieved, even where their concern might be more a perception than a reality. Therefore we will address all complaints fairly and impartially.

1. Complaint received and all early details recorded in the recording system.
2. Safeguarding Panel will meet to appoint an investigating person.
3. Complaint explored by an independent and unbiased person.
4. Details brought before Safeguarding Panel for discussion.
5. Safeguarding Panel agree a way forward.
6. Outcome communicated to relevant people.
7. Action for future consideration communicated to appropriate people.
8. Recording system completed, signed and dated.