



Parish of St Alfege Greenwich

Appeals Policy for Complaints and Grievances

The following policy was agreed at the Parochial Church Council (PCC) meeting held on 10 February 2025.

1. Introduction

St Alfege Church, Greenwich, is committed to ensuring that all complaints and grievances are handled fairly, transparently, and with integrity. We recognise that individuals may wish to appeal a decision made regarding their complaint or grievance. This policy sets out the process for requesting an appeal and how appeals will be considered.

2. Right to Appeal

If a complainant or individual with a grievance is dissatisfied with the outcome of their formal complaint or grievance, they have the right to appeal. Appeals must be based on one or more of the following grounds:

- Procedural Error: The complaint or grievance was not handled in accordance with the stated policy.
- New Evidence: Significant new information has come to light that was not available during the original investigation.
- Unreasonable Decision: The outcome was not reasonable based on the evidence provided.

3. Submitting an Appeal

A written appeal must be submitted within 14 days of receiving the formal complaint or grievance response. The appeal should be addressed to the Archdeacon of Lewisham & Greenwich and must include:

- The original complaint or grievance details
- The response received
- The specific reason(s) for the appeal
- Any supporting evidence (if applicable)

Appeals can be submitted via email or letter to:
Archdeacon of Lewisham & Greenwich
c/o Richard Coe, Southwark Diocesan Office, Trinity House,
4 Chapel Court, Borough High Street, London SE1 1HW
Richard.Coe@southwark.anglican.org

Appeals relating to a complaint or grievance relating to the Vicar should be addressed to the Bishop of Woolwich using the same process.

4. Appeal Review Process

Step 1: Acknowledgment

The appeal will be acknowledged in writing within 10 working days of receipt.

Step 2: Independent Review

The Archdeacon (or an appointed senior Church representative) will review the case, which may involve:

- Examining all relevant documents
- Speaking with the complainant and any involved parties
- Consulting with the Diocese if necessary

Step 3: Decision and Response

A final written response will be provided within 30 working days of receiving the appeal. This response will include:

- The findings of the appeal review
- Any further actions to be taken (if applicable)
- A final decision on the complaint or grievance

5. Finality of Decision

The decision made at the appeal stage is final. If the complainant or individual with a grievance remains dissatisfied, they may seek external guidance from the Diocese of Southwark or other relevant Church of England bodies.

6. Confidentiality and Fairness

All appeals will be handled with confidentiality and impartiality. Information will only be shared with those involved in the appeal review.

7. Review of Policy

This policy will be reviewed regularly by the Parochial Church Council (PCC) to ensure it remains fair and effective.