Christ Church Felixstowe
Grievance Procedure

1. Adoption of this policy

This policy was formally adopted at a meeting of the Parochial Church Council on __13th October 2026__, and will be reviewed and re-adopted annually.

Signature of the vicar: ___Dominic Turner_____, on behalf of the PCC.

2. Introduction

Christ Church Felixstowe aims to ensure that all employees can raise concerns or complaints in a way that is fair, confidential, and constructive. Most issues should be resolved informally and quickly, but when this is not possible, a formal procedure is available.

The PCC is committed to:

- Responding to grievances fairly and promptly.
- Focusing on issues rather than personalities.
- Ensuring no employee is disadvantaged for raising a grievance.
- Encouraging reconciliation and mediation wherever appropriate.
- Keeping all proceedings confidential.

This policy applies to all paid employees of the PCC.

3. Principles

The PCC adopts the following principles, adapted from the Church of England Grievance Code of Practice:

- Every grievance is taken seriously.
- Employees may raise grievances without fear of sanction.
- Informal resolution is preferred wherever possible.

- Written records are kept at all stages.
- Employees may be accompanied at any formal meeting by a colleague or trade union representative.
- Mediation is encouraged at every stage as a Christian expression of reconciliation.
- The PCC will act promptly, recognising that delays can worsen relationships.

4. Scope

Employees may use this procedure to raise concerns relating to:

- Terms and conditions of employment.
- Working relationships.
- Workload or duties.
- Treatment by colleagues or managers.
- Bullying or harassment.
- Health and safety concerns.
- Any other matter affecting their employment.

Safeguarding concerns must be raised through the Safeguarding Policy, not this procedure.

5. Outline of the Procedure

The grievance procedure has **two stages**: informal and formal.

A. Informal Resolution

Employees should normally raise concerns informally with their line manager (usually the Vicar or Churchwarden). The manager will:

- Listen carefully.
- Explore possible solutions.
- Agree any actions and timescales.
- Keep a brief written note of the discussion.

If the matter is resolved, no further action is needed.

If informal resolution is not appropriate (e.g., bullying) or does not resolve the issue, the employee may move to the formal stage.

B. Formal Procedure

Stage One – Written Grievance

The employee submits a written grievance to the Vicar or, if the grievance concerns the Vicar, to the Churchwardens.

The written grievance should include:

- The nature of the complaint.
- What informal steps have been taken.
- The desired outcome.

A meeting will be arranged without unreasonable delay. The employee may be accompanied.

After the meeting, the PCC (or delegated panel) will:

- Investigate the matter.
- Consider statements from any respondent.
- Reach a decision.
- Confirm the outcome in writing.
- Outline any actions to be taken.

Stage Two – Appeal

If the employee is dissatisfied with the Stage One outcome, they may appeal in writing within 10 working days.

The appeal will be heard by an Appeal Panel consisting of PCC members not previously involved.

The panel will:

- Review the grievance and the Stage One decision.
- Meet with the employee (and respondent if applicable).

- Issue a written decision.

The appeal decision is final.

6. Mediation

In keeping with the Church's commitment to reconciliation, mediation may be offered at any stage. Mediation is voluntary and aims to rebuild trust and understanding.

7. Confidentiality

All grievance matters will be handled sensitively and confidentially. Records will be kept securely and in accordance with GDPR requirements and our policies.

8. Timescales

The PCC will aim to:

- Hold meetings within 10–15 working days.
- Provide written outcomes within 10 working days.
- Complete investigations promptly.

Timescales may be adjusted by mutual agreement.