 

**Complaints, compliments and comments policy**

1. At St Anne’s we believe that the majority of people who use or are concerned with the use of our premises are very satisfied with the manner in which St Anne’s Parish Church (and those who represent us) conduct ourselves , and we have made provision for church users and members of the public alike, to provide compliments on our conduct. However, like any organisation there are occasions where people feel they would like to make a formal complaint or simply to comment on the service we offer.
2. Any church user or member of the public who wishes to compliment, comment or complain about the way in which St Anne’s has conducted itself may either submit details using the attached form, or write to:  
     
   The Session Clerk

St Anne’s Parish Church

1 Kaimes Road

Edinburgh, EH12 6JR

1. Any church user or member of the public who is unable to submit their comment or complaint through our website or in writing e.g. because of a disability, should call the Church Administrator on 0131 316 4740, who shall make arrangements for a Session Clerk to return the call.
2. All compliments and comments will be forwarded to a Session Clerk for their attention and appropriate action. Comments and compliments will be acknowledged within 10 working days of receipt.
3. All complaints will be forwarded to a Session Clerk who will investigate the circumstances. St Anne’s aims to respond to any complaint within 10 working days of receipt.  The time limit for making a complaint is six months from the date on which the incident concerned took place.
4. The aim of our complaints procedure is to provide an opportunity for those who use or are concerned with the use of our premises, and who are dissatisfied to have their concern addressed. Occasionally complaints are received which are threatening or abusive, or are repeated complaints from the same person about the same or similar issues. In some circumstances St Anne’s will refuse to respond any further (or at all) to such complaints.
5. Any person who uses or is concerned with the use of our premises and who remains dissatisfied with the response to their complaint can appeal against that decision within one month of receipt of the initial response. Any appeal should contain details about what is being appealed and why. This is the final step in the process and St Anne’s will not normally respond further unless new information comes to light. Any such appeal should be addressed to the Session Clerk at the address specified in paragraph (2) above, who shall arrange for the appeal to be considered by a committee of the Kirk Session, appointed for that purpose.
6. Records of complaints will be retained by St Anne’s for two years and then destroyed.