# Complaints Policy

**The Parochial Church Council (PCC) of Edgware St Margaret’s, St Andrew’s and St Peter’s**

# Complaints/issues

If you are dissatisfied about any matter relating to Edgware PCC or one of its projects you should first raise this with the administrator, youth worker or project leader and/or member of clergy. If you are unsatisfied with the outcome, then you may refer it to the Standing Committee of the PCC, who will give a written response within 15 days.

Contact details are available below:

Edgware Parish Office, 1 Station Road, Edgware, HA8 7JE

parishoffice.edgware@gmail.com

0208 952 4066

**Additionally**

Stonegrove Estates Youth Project

Samantha – Youth Director:

[**stonegroveyp@gmail.com**](mailto:stonegroveyp@gmail.com) / 07590 994 986

**Complaints & Feedback**

At times we understand we don’t always get things right and, in these instances, we would like to hear from you. We encourage you to provide feedback on our services, as we strive to continuously improve our delivery.

If you have a complaint or would like to give feedback this should be addressed to SEYP Youth Director as detailed above. However, in the event that your complaint is regarding the Youth Director, then please contact Edgeware Parish Office as detailed above

Each complaint should state:

* Who or what your complaint is about.
* What happened
* when it happened
* If you had previously reported the matter to anyone else and who they were and what their response was

**Child or Adult Protection Issues**

If a complaint is received regarding a child or adult protection issue, then our Safeguarding Procedures will be followed. This may involve other statutory authorities such as the Local Authority Designated Officer or the Police.