



Complaints and Whistleblowing Policy

Definition

An expression of dissatisfaction about PPCs action or lack of action by the Charity or an individual Trustee.

Any member of the Community, Organisations or businesses within the Parish can make a complaint about or to PPC.

Complaints that PPC cannot help with:

- If you wish to make it anonymously
- If you wish to disagree with one of our published policies
- If you wish to disagree with wider government policy
- If you wish to disagree with a decision that was reached properly and in accordance with our policies and procedures

How to make a complaint

Complaints to be sent in writing to info@ppcstanford.org. An initial response will be provided within 30 days either providing a simple explanation or advising of the process to be followed if more complex.

The Clerk/Correspondent and Chair of PPC will confer and decide to what extent Trustees and other third parties are advised or consulted.

In order to investigate a complaint the following information is required:

- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with
- A clear description of the complaint and what you would like us to do to sort things out
- Details relating to any contacts you may previously have had with PPC or individual Trustees on this subject
- Your full postal address, telephone number (including dialling code), and email address if you have one.
- We may need to contact other parties in order to properly investigate your complaint. We reserve the right to refer serious matters to relevant enforcement authorities at any time.

At the end of the investigation PPC will write to you to tell you the outcome and explain any action we propose to take.

In the event that you raise or pursue a complaint through other methods (for example sending us legal letters, complaints on shared social media posts etc) we reserve the right to respond in any way that we feel appropriate in timescales that we deem to be appropriate, and we may not be able to respond at all.

Whistleblowing

Each Trustee is encouraged to speak out against malpractice within PPC or any organisation that is supported by PPC funds.

Any information provided to the Clerk/Correspondent of PPC will be treated in confidence and only shared with those who are required to resolve the situation. On occasion, it may be necessary to seek advice from or inform the statutory agencies.

PPC will not discriminate against, victimise nor be judgemental of any person who comes forward with genuine concerns.

Any whistleblowing complaints to be sent to caryl.oliver@ppcstanford.org