

# Concerns and Complaints



*Leeds  
South & West*  
**Methodist Circuit**

[www.lswmethodists.org.uk](http://www.lswmethodists.org.uk)

# **Concerns and Complaints**

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From time to time you may feel that it is necessary to raise a concern or a complaint concerning some aspect of Church life. This document clarifies the process through which a complaint should be dealt with.

## **Concerns**

In the first instance an informal concern may be raised with the minister or one of the Church Stewards. If appropriate the minister and stewards will make every effort to resolve the concern satisfactorily. It is assumed that the majority of concerns can be dealt with appropriately at a local level. However if the concern cannot be addressed satisfactorily the matter will be passed to the local complaints and discipline officer. In most cases this will be the Superintendent Minister.

## **Safeguarding**

Where concerns refer to issues of safeguarding, either of vulnerable adults or of children there is a specific form to be completed. These may be available in the Church but can also be downloaded from the Circuit website or obtained from our Circuit Safeguarding Officer.

## **Complaints**

The Methodist Church has a formal procedure for dealing with complaints and discipline. A copy of this procedure can be obtained from the Superintendent Minister who acts as the Complaints and Discipline Officer.

Complaints should be made in writing and should include evidence to support the complaint being made. Likewise it should be clear who is making the complaint. Anonymous complaints will not be investigated.

Once again it is hoped that a satisfactory resolution and where required, reconciliation, may be found locally. However the procedure allows for further referral or appeal the Connexional panel appointed for this purpose. Referral to this committee is taken very seriously.

**Church Members should be absolutely clear that the Church will not tolerate episodes of bullying, racism, harassment or other inappropriate behaviours. Where such behaviours are identified church members should expect to be challenged and subject to the church's discipline. The Church will not sweep such issues under the carpet.**

It should however be noted that neither will the church allow this process to be used frivolously or carelessly. Complaints must be supported by evidence and confidentiality must be maintained throughout the process.

### **Contact Details**

Revd Jo Lightowler,  
Superintendent Minister

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Miss Cathy Boocock or Mrs Erica Hartley,  
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Circuit Office

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