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Complaints and Discipline System 2008
Points at which the Local Complaints Officer is involved as defined in Standing Orders

<u>SO</u>	<u>Heading</u>	<u>Person</u>	<u>Action</u>
1110	Local Complaints Officers	Generally Superintendent unless delegated within the Circuit or by sub clauses (3) to (8)	Designates who is LCO under a variety of scenarios
1120	Initiation of Complaints	Local Complaints Officer	Referred to LCO to try to resolve informally except under sub clauses (4), (7) or (8)
1120 (12)	Initiation of Complaints	Local Complaints Officer	Responsibility to ensure that ministers, deacons, lay workers, members and office-holders are aware of the role and responsibilities of a recipient and a LCO .
1121 (1)	First Formal Complaints Stage	Local Complaints Officer	LCO is formally involved
1121 (2)(i)	First Formal Complaints Stage	Local Complaints Officer	Note in writing date on which complaint is made or decision made
1121 (2)(ii)	First Formal Complaints Stage	Local Complaints Officer	Get written statement of the complaint (if not already prepared)
1121(2)(iii)	First Formal Complaints Stage	Local Complaints Officer	Consult with District Reconciliation Group
1121(3)	First Formal Complaints Stage	Local Complaints Officer	If clause 2(iii) applies LCO makes every effort to resolve formally. Respondent notified & supply written statement if not aware
1121 (4)	First Formal Complaints Stage	Local Complaints Officer	Receive withdrawal in writing if complainant wishes to do so

It is essential that the whole of the Standing Orders are referred to as they are the final authority, rather than any other document.

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1121 (5)	First Formal Complaints Stage	Local Complaints Officer	If not resolved formally and not withdrawn LCO refers to Connexional Complaints Panel (via relevant connexional Team member) or declines the complaint.
1121 (7)(a)	First Formal Complaints Stage	Local Complaints Officer	Write brief record of action taken, including reasons for decline (if that route taken)
1121 (7)(b)	First Formal Complaints Stage	Local Complaints Officer	Send copy of written report to Complainant & Respondent (if aware). Retain for 5 years. If sending to Connexional Complaints Panel send to Panel with any other relevant records.
1121 (8)	First Formal Complaints Stage	Local Complaints Officer	If formally resolved or withdrawn, record outcome, annex to other papers, keep for 5 years. Thereafter under SO1104 send to the Secretary for safe custody.
1121 (9)	First Formal Complaints Stage	Local Complaints Officer	Exceptions for abuse or criminal complaints
1121 (10)	First Formal Complaints Stage	Local Complaints Officer	LCO must take & act upon advice in employment complaints
1121 (11)	First Formal Complaints Stage	Local Complaints Officer	Subject to SO1121 and 1100 & 1102 LCO decides own procedures
1121 (12)	First Formal Complaints Stage	Local Complaints Officer	If LCO wishes to make a complaint inform relevant connexional Team member who will nominate another LCO
1121 (13)	First Formal Complaints Stage	Local Complaints Officer	LCO to inform relevant connexional Team member (even if a complaint has not been made) when as a result of legal proceedings, a police caution or a matter of public knowledge a person's standing in relation to the Church should be reviewed.
1121 (14)	First Formal Complaints Stage	Local Complaints Officer	Action when if a complaint is withdrawn the LCO may still refer. Records to be kept and explanations given.
1121 (15)	First Formal Complaints Stage	Local Complaints Officer	Records to be kept under SO1121 retained with formal resolution. If not resolved passed to person dealing with matter after LCO
1121 (16)	First Formal Complaints Stage	Local Complaints Officer	Advice can be sought from connexional Complaints Officer at any time during the procedures.

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