



Mercy Ministry
Companions

Complaints Policy

Commitment

As a ministry of the Catholic Church, Mercy Ministry Companions is committed to best practice canonical and civil governance, consistent with the highest levels of ethical conduct and informed by the teachings of the Catholic Church.

Policy Statement

Mercy Ministry Companions responds to complaints in a prompt, impartial and just manner. It will ensure that the ministries for which it is canonically responsible have suitable complaint handling processes in place. It will review complaints about a ministry where those complaints are related to deficiencies in the complaint-handling process, or to questions of safeguarding.

Scope

This policy is applicable to the Trustee Directors, staff, contractors and volunteers of Mercy Ministry Companions, Mercy Ministry Companions Ltd and McAuley Property Ltd.

Accountability

The Mercy Ministry Companions Trustee Directors ensure appropriate complaints policies, processes and practices are in place. All staff and volunteers comply with this policy and related procedures.

Dates

This policy takes effect from 03 DEC 2021 and will be reviewed no later than 31 DEC 2024.