



**Mercy Ministry
Companions**

G3 – Complaints Policy

Commitment

As a Catholic Church authority, Mercy Ministry Companions (MMC) 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

MMC responds to complaints in a prompt, impartial and just manner.

MMC will ensure that the ministries for which it is canonically responsible have suitable complaint handling processes in place. MMC will review complaints about MMC, Mercy Ministry Companions Limited (MMCL), and McAuley Property Limited (MPL) and relevant staff in accordance with its procedures.

In addition, MMC will review complaints about a ministry where those complaints are related to deficiencies in the complaint-handling process, or deficiencies related to the investigation, policy or practice of safeguarding matters.

Scope

This policy is applicable to the Trustee Directors, staff, contractors and volunteers of MMC, MMCL and MPL.

Accountability

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

Dates

This policy takes effect from 9 April 2024 and will be reviewed no later than June 2027.

Related Policies and Procedures

G3A – Complaints Handling Procedure