



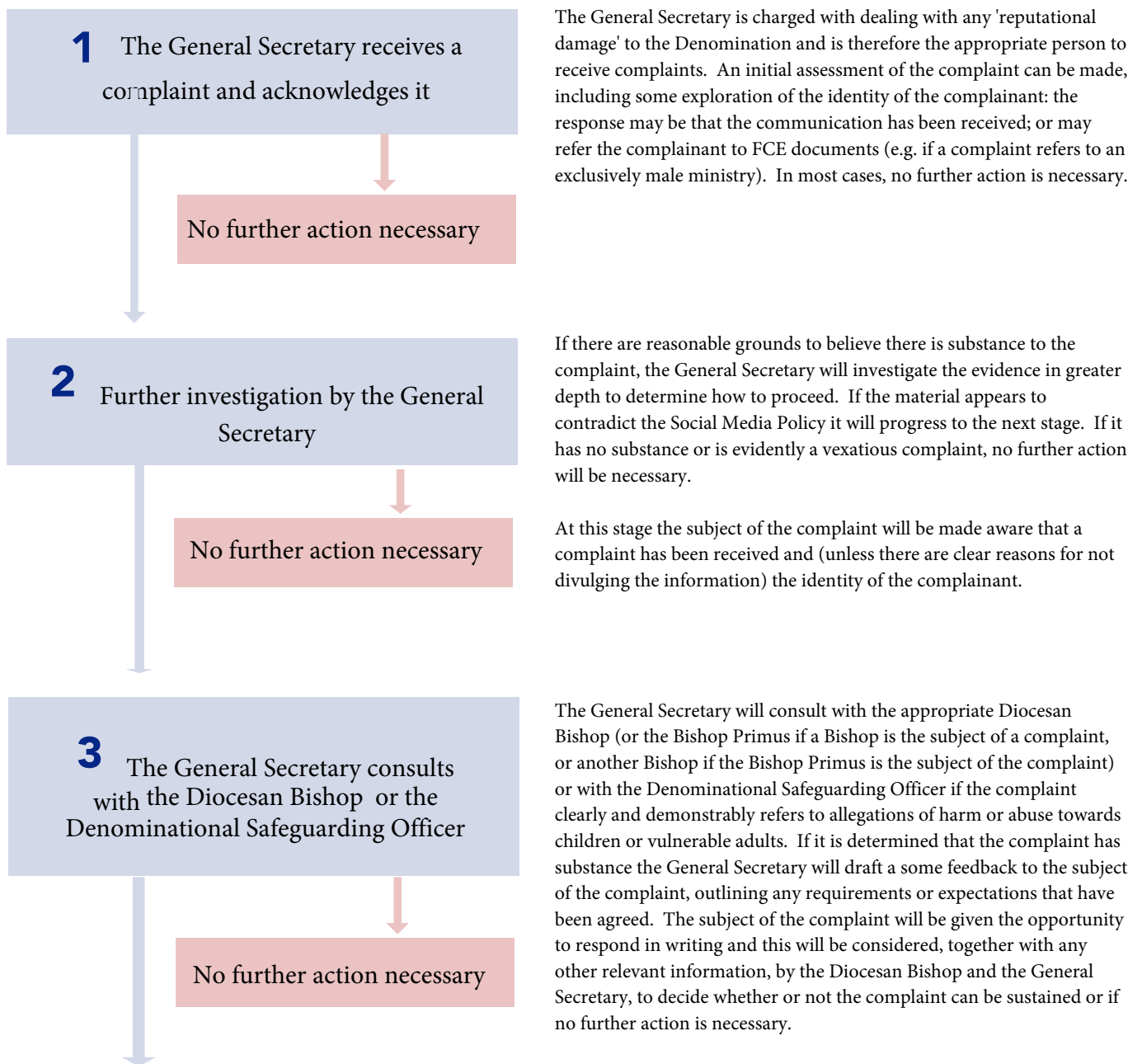
The Free Church of England

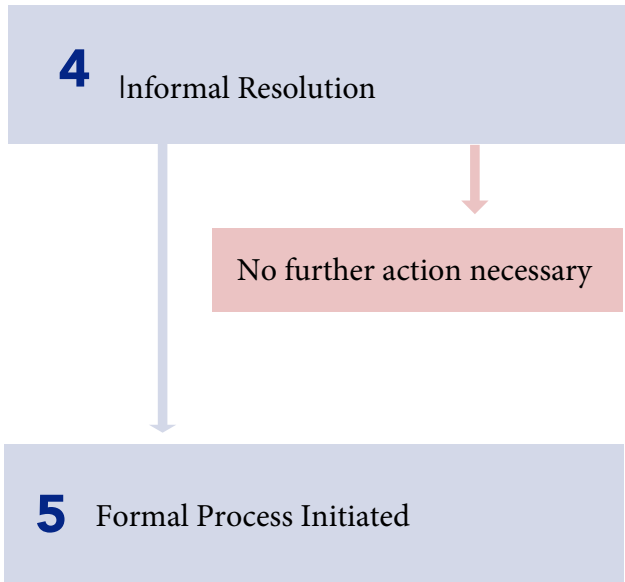
SOCIAL MEDIA COMPLAINTS

Social Media is, most often, a fruitful arena in which Churches and individual Christians can share their lives, views and their faith. There is space for a healthy exchange of views and for debate and disagreement.

Occasionally, there are contributions that may not comply with the Free Church of England Social Media Policy.

This document outlines the process that will be followed when a complaint is received and provides clarity and protection to the subject of the complaint and to the complainant.





If the complaint has not been resolved the Diocesan Bishop (or Bishop Primus) will facilitate an informal meeting to discuss the issues raised in the complaint and attempt to reach a satisfactory conclusion. The Bishop (or Bishop Primus) and the subject of the complaint may be supported by a colleague who will be present as an advisor but not as an advocate.

If there are credible grounds that the complaint constitutes a serious breach of the Social Media Policy and it has not been resolved through the informal meeting, or that the subject of the complaint has brought the Denomination into disrepute there remains the formal process outlined in the Canons. When all other options have been exhausted, the Bishop may instruct the General Secretary to initiate due process after a breach of Canon J.3.2 or 4.

If the complaint is against the General Secretary, the Bishop Primus will receive and progress the complaint.