

There are a number of bodies, collectively known as the National Church Institutions (NCIs), which undertake work for the Church of England. Its purpose is to support the mission and ministries of the Church by working with those who serve in parishes, Dioceses, schools and other ministries, and with partners at a national and international level.

The NCIs are separate legal entities, but they are a common employer. The present arrangements were established under the National Institutions Measure 1998.

The seven NCIs are:

- [The Archbishops' Council](#)
- [Bishopthorpe Palace](#)
- [The Church Commissioners](#)
- The Church of England Central Services (HR, Finance & Resources, IT, Legal, Communications, Record Centre)
- [The Church of England Pensions Board](#)
- [Lambeth Palace](#)
- [National Society for Promoting Religious Education](#)

The majority of NCI staff are based at Church House in Westminster, Lambeth Palace, the Church of England Record Centre in Bermondsey, and Bishopthorpe Palace near York.

NCIs service complaints policy and procedure

At the National Church Institutions (NCIs) we aim to provide a helpful, efficient and quality service to those we serve. Should something go wrong we want to put things right for the people or organisations involved.

This policy and procedure relates specifically to the work of the NCIs. It does not cover complaints concerning officeholding clergy, or about a Diocese, Cathedral, Religious Community or other Church body.

[View the service complaints policy and procedure for the NCIs](#)

[View the privacy notice for the service complaints policy](#)

Gender Pay Report

All voluntary, private and public sector employers with 250 or more employees are required to publish their gender pay figures on an annual basis.

We have one common pay policy covering the majority of staff across the NCIs, and a separate performance-related policy for a small number in our Investments department who are employed by the Church Commissioners. For the purposes of our reporting, we will focus on the larger group of NCIs staff covered by the common pay policy. Gender pay data for the Investments department is shown separately in our report.

The NCIs gender pay report does not include any data that relates to employees in dioceses or the Clergy of the Church of England who are Officeholders. The majority of Clergy, who are Officeholders, are not covered by the reporting requirements of the legislation. Any other Church employer who meets the reporting requirements will be reporting individually. However, very few are expected to be of a size that is reportable.

The reports** for the relevant years can be found below:

[NCIs 2017 Gender Pay Report](#)

[NCIs 2018 Gender Pay Report](#)

[NCIs 2019 Gender Pay Report](#)

[NCIs 2020 Gender Pay Report](#)

[NCIs 2021 Gender Pay Report](#)

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**The information contained in the report refers to "pay" as a per annum salary. This data will be presented as an hourly rate on the Government website. The percentage difference will remain the same.

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