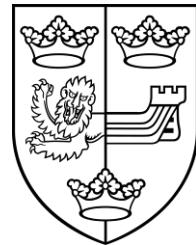


St Edmundsbury Cathedral

A beacon of faith, hope and love in Suffolk



Complaints Policy

1. Our complaints policy

The purpose of this policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at the Cathedral knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and promptly
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired and reconciled
- To gather information which helps us to improve what we do
- To respond within two weeks of a complaint being acknowledged.

This policy is not intended to cover safeguarding concerns. If you are concerned that you or someone you know may be the subject of abuse, or you have a concern regarding any other safeguarding issue, you must contact either the Cathedral Safeguarding Officer or the Diocesan Safeguarding Adviser:

Sarah-Jane Allison, Cathedral Safeguarding Officer hr@stedscathedral.org
Tel: 01284 748720

David Butcher, Diocesan Safeguarding Adviser david.butcher@cofesuffolk.org
Tel: 01638 718939 Mobile: 07785 621319

If the complaint is not of a safeguarding nature but relates to a complaint against the safeguarding team this policy should be followed.

This policy does not cover complaints from Cathedral staff, who should use the Cathedral's grievance procedure.

2. Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

3. Making a complaint

Informal Approach

In many cases, a complaint is best resolved by the person responsible for the issue being complained about, therefore you are encouraged, in the first instance, to address your concerns directly with the individual concerned.

Formal Approach – written complaints

If, following the informal process, you remain dissatisfied with the proposed resolution or with the way your complaint has been handled, or do not believe the informal route is appropriate for your concern, then the formal procedure should be followed.

Your complaint should be sent in writing to the Dean at The Cathedral Office, Abbey House, Angel Hill, Bury St Edmunds, Suffolk, IP33 1LS.

The Dean should acknowledge your complaint in writing within 3 working days, enclosing a copy of this procedure.

A suitably senior person will be appointed to investigate the facts of the case and propose a resolution and/or make a decision. If the investigator believes that meeting with you would be appropriate to discuss the matter in further detail, this will be arranged within 14 days of sending you the acknowledgement letter.

If you do not want to attend a meeting or it is not possible, necessary or appropriate in the circumstances, the Cathedral will aim to conclude this process and provide you with a definitive reply within 28 days of sending you the acknowledgement letter. If this is not possible we will let you know.

The reply will usually describe the action taken to investigate your complaint, the conclusions from the investigation, and any action taken or solutions proposed because of your complaint. If you are not satisfied with the outcome, you should contact us again where we will appoint another person to review the decision.

We will aim to write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If the person making the complaint feels that the matter has not been resolved, or remains dissatisfied with the procedure followed, it is possible to raise the matter with an appropriate external body, for example the Charity Commission
www.charitycommission.gov.uk/publications/cc47.aspx

Any file relating to your complaint will be retained by us for 7 years from the date of the last correspondence or settlement of the matter, after which it will be destroyed.

July 2018