

# St Edmundsbury Cathedral



## **Safeguarding Complaints Policy**

This policy explains what to do if you wish to make a complaint about how a safeguarding concern has been dealt with or if you wish to offer any further comment on issues related to safeguarding.

### **1. Our safeguarding 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 safeguarding complaint
- To publicise the existence of our safeguarding 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 safeguarding complaint is received
- To make sure all safeguarding complaints are investigated appropriately and promptly
- To make sure that safeguarding complaints are, where necessary, referred to the appropriate authority.
- To gather information which helps us to improve what we do
- To respond within two weeks of a complaint being acknowledged.

Routinely, comments and complaints will, in the first instance be handled by the Cathedral Safeguarding Officer. Reference to the Dean and the Diocese will be made if required. Comments or complaints about the Safeguarding Officer can be made directly to the Dean.

### **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**

A safeguarding complaint is an expression of dissatisfaction, whether justified or not, about any aspect of safeguarding procedure or case handling at St Edmundsbury Cathedral.

## **Informal Approach**

In many cases, a safeguarding 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. Alternatively, you can speak to Sarah-Jane Allison, Cathedral Safeguarding Officer on 01284 748720.

## **Formal Approach – written complaints**

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

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

The Cathedral Safeguarding Officer 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. Where necessary, external advice will be sought. 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 the bounds of confidentiality requirements) 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 safeguarding 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.

In the case that you wish to have the decision reviewed, we will aim to write to you within 14 days of receiving your request for a review, confirming our final position on your safeguarding complaint and explaining our reasons.

If the person making the safeguarding complaint feels that the matter has not been resolved, or remains dissatisfied with the procedure followed, it is possible to raise the matter with the Diocesan Safeguarding Adviser.

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

#### **4. Contact Details**

*Sarah-Jane Allison, Cathedral Safeguarding Officer*

Email: [sarah-janeallison@stedscathedral.org](mailto:sarah-janeallison@stedscathedral.org)

Tel: 01284 748720

*Reverend Canon Matthew Vernon, Priest with Pastoral Charge for Safeguarding*

Email: [canon.pastor@stedscathedral.org](mailto:canon.pastor@stedscathedral.org)

Tel: 01284 748720

*Karen Galloway, Diocesan Safeguarding Adviser*

Email: [safeguarding@cofesuffolk.org](mailto:safeguarding@cofesuffolk.org)

Tel: 07785 621319

#### **5. Comments and Suggestions**

At St Edmundsbury Cathedral, we believe that constructive comments can represent an opportunity to learn and improve for the future. We welcome suggestions on how we can improve our safeguarding culture within the Cathedral community and with the activities/events we provide or support.

Comments, encouragements and suggestions can be sent to Sarah-Jane Allison, Cathedral Safeguarding Officer (please see above for contact details).

We will make sure that your comment is dealt with. Any comments will be carefully considered, and you will be informed of any actions taken as a result. A written record of your comment will be held.

**December 2019**