



Complaints Policy

Leicester Cathedral views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who has made the complaint.

Our 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 who works for the Cathedral knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired and reconciliation explored.
- To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Leicester Cathedral.

Where Complaints Come From

Complaints may come from any person or organisation who has an interest in Leicester Cathedral.

A complaint can be received verbally, by email or in writing. This does not include complaints from staff who are covered by the Cathedral's Discipline and Grievance procedures. It is our policy that we will not investigate anonymous complaints.

Confidentiality

All complaint information will be handled sensitively, shared only with those who need to know, and used and stored with due regard to any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Dean and Chapter of Leicester Cathedral.

Review

This policy is reviewed annually and updated as required.

Publicised Contact Details for Complaints

Written complaints may be sent to the Cathedral Deputy Administrator, St Martins House, 7 Peacock Lane, Leicester LE1 5PZ, or by email to elisa.simmons@leccofe.org

Verbal complaints may be made by phone to the Cathedral Office on 0116 261 5373.