



# Leicester Cathedral

## Complaints Policy

17/10/2022

# Table of Contents

- 1. Purpose of this policy .....2**
- 2. Making this policy publicly available .....2**
- 3. What is a complaint for the purposes of this policy? .....2**
- 4. What complaints are not included in this policy? .....3**
- 5. How to make a complaint?.....3**
- 6. What we will do when we receive a complaint.....4**
- 7. How will complaints be progressed and resolved? .....4**
- 8. How will we inform you about the outcome of your complaint?.....5**
- 9. What if you are unhappy with how your complaint has been investigated or handled by the Cathedral? .....5**
- 10. What if you are still not happy with how your complaint has been investigated or handled by the Cathedral following a Review? .....5**
- 11. Monitoring and learning from complaints .....6**
- 12. Records of your complaint.....6**
- 13. Policy Review .....6**
- Document Control Information ..... 6**

<b>1.</b>	<b>Purpose of this policy</b>
1.1	The highest standards of conduct and behaviour are expected from all Chapter members, staff, volunteers and members of any Cathedral committees and advisory bodies. We know there may be times when we do not meet our own high standards. Should this happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.
1.2	The Chapter views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or the organisation making the complaint.
1.3	Our policy is:
1.3.1	To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
1.3.2	To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
1.3.3	To make sure everyone who works for the Cathedral knows what to do if a complaint is received;
1.3.4	To make sure all complaints are investigated fairly and in a timely way;
1.3.5	To make sure that complaints are, wherever possible, resolved and that relationships are repaired and reconciliation explored; and
1.3.6	To gather information which helps us to improve what we do.
<b>2.</b>	<b>Making this policy publicly available</b>
2.1	This policy must be advertised in a prominent place on the Cathedral's website, so members of the public can find it easily should they wish to make a complaint. A copy should also be provided to any person on request at the Cathedral's office.
<b>3.</b>	<b>What is a complaint for the purposes of this policy?</b>
3.1	A complaint is an expression of dissatisfaction about any aspect of the Cathedral, its operations and its mission and ministry or about an action, or lack of action, by the staff, clergy, Chapter members, members of committees of Chapter and advisory bodies, contractors or volunteers that requires a formal response.

4.	<b>What complaints are not included in this policy?</b>
4.1	<p><u>This policy does not relate to:</u></p> <ul style="list-style-type: none"> <li>a) complaints from staff, who should refer to the relevant processes in the Employee Handbook;</li> <li>b) complaints from volunteers, who should refer to the relevant process in the Volunteer Handbook;</li> <li>c) complaints relating to safeguarding, which should be referred directly to the Diocesan Safeguarding Adviser;</li> <li>d) complaints relating to diocesan church schools, where the individual school's complaints process should be used;</li> <li>e) complaints relating to local church matters, where the complaint should be referred to the Parochial Church Council;</li> <li>f) complaints relating to the Leicester Diocese, which should be referred to the Leicester Diocese; and</li> <li>g) complaints from members of Clergy where the issue is a grievance relating to the exercise of the office held (please refer to the Code of Practice set out by the Archbishops' Council and related supportive advice).</li> </ul>
4.2	<p><u>As a general rule, the Cathedral will not respond:</u></p> <ul style="list-style-type: none"> <li>a) to complaints that do not relate directly to something that the Cathedral has done or been involved in;</li> <li>b) when the complaint has already been responded to and has been reviewed through the process in section 9 below; or</li> <li>c) when a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.</li> </ul>
4.3	It is expected that complaints should be raised with the Cathedral within 6 months of the incident to which they refer.
5.	<b>How to make a complaint?</b>
5.1	<p>Written complaints should be sent to the Executive Assistant to the Dean:</p> <p style="padding-left: 40px;">Leicester Cathedral St Martins House, 7 Peacock Lane, Leicester LE1 5PZ E-mail: <a href="mailto:Cathedral@LeicesterCofE.org">Cathedral@LeicesterCofE.org</a></p>
5.2	Should your complaint be about the Executive Assistant to the Dean then the complaint should be directed in writing to the Dean at the above address and marked "Private and confidential for the attention of the Dean".
5.3	Please include your name, address, email address and contact telephone number in your complaint so that we can get back in touch with you easily. The Cathedral cannot respond to complaints made anonymously, but we will investigate anonymous complaints and use the information provided to improve in any way we can.

5.4	Where a complaint is incoherent or illegible a staff member will contact the complainant, where possible, to request that the complaint be provided in a legible format or to clarify the complaint. Where a legible or coherent version of the complaint is not provided, the complaint will not be able to be progressed.
5.5	If the Cathedral receives a complaint by telephone or in person, the person who receives the complaint should: <ul style="list-style-type: none"> <li>a) tell the complainant that the Cathedral has a complaints policy and direct them to it;</li> <li>b) ask the complainant to send in a written account by post or by email so that the complaint is recorded in the complainant's own words and the Cathedral can deal with it properly.</li> </ul>
<b>6.</b>	<b>What we will do when we receive a complaint</b>
6.1	We will acknowledge your complaint within 5 working days of receiving it. The acknowledgement will explain who is dealing with your complaint and when you can expect a response.
6.2	We will do our best to investigate and respond fully and conclusively to all complaints within 28 working days of a complaint being received. Sometimes a complaint is more complex and so it will take us longer to investigate it. Where this happens, we will send you a progress report and let you know when you can expect to receive a final response.
6.3	We will handle any complaints received with sensitivity and in compliance with the law.
6.4	The Chapter may decide not to respond to a complainant, or to cease to respond to a complainant, where it is considered appropriate and proportionate to do so on the basis that a complainant: <ul style="list-style-type: none"> <li>a) is being deliberately abusive, prejudiced or offensive; and/or</li> <li>b) is harassing a member of staff, volunteer or office holder at the Cathedral.</li> </ul> Where the Chapter makes such a decision: <ul style="list-style-type: none"> <li>c) where possible, the investigation into the complaint made should continue, in accordance with section 7 below; and</li> <li>d) a letter must be sent to the complainant within 5 working days to inform them of the Chapter's decision and it should inform the complainant whether the complaint raised is being investigated by the Chapter.</li> </ul>
<b>7.</b>	<b>How will complaints be progressed and resolved?</b>
7.1	Wherever possible, we will look to resolve your complaint amicably and with pastoral care and sensitivity.
7.2	The Executive Assistant to the Dean (or Dean, as the case may be) will assign a senior employee, a member of the Chapter or an independent person, as appropriate, to investigate any complaint received (" <b>Investigator</b> "). The Investigator must not be someone who is personally involved in the events complained about.

7.3	The Investigator will make all necessary and appropriate enquiries to establish the substance of the complaint and note any attempts already made to resolve the matter informally. Where possible, members of staff will be informed of a complaint made about them or any actions for which they were responsible. The Chapter has a duty of care to staff complained about as well as to complainants and so the Investigator should ensure, where possible, that the person about whom a complaint has been made has an opportunity to respond to the concerns raised by the complainant.
7.4	At the conclusion of the investigation, the Investigator must provide a written report to the Executive Assistant to the Dean (or Dean, as the case may be).
8.	<b>How will we inform you about the outcome of your complaint?</b>
8.1	Once the Executive Assistant to the Dean (or Dean, as the case may be) receives the Investigator's report, they will respond to you in writing (" <b>Outcome Letter</b> ").
8.2	If your complaint is upheld in whole or in part, the Outcome Letter will normally include an apology, acknowledge where things have gone wrong and explain whether any actions will be taken as a result of the investigation into your complaint. However, the Outcome Letter will not include personal employment information about any member of staff or any personal information about a Chapter member, committee member or any volunteer.
8.3	The Outcome Letter will also include information on how you can seek a review if you are unhappy with how your complaint has been investigated or handled by the Cathedral.
9.	<b>What if you are unhappy with how your complaint has been investigated or handled by the Cathedral?</b>
9.1	If, after receiving the Outcome Letter, you are unhappy with how your complaint has been investigated or handled by the Cathedral, you can refer your complaint for review in accordance with the process and timescales set out in the Outcome Letter.
9.2	If you request a review within the timescales set out in your Outcome Letter, the Executive Assistant to the Dean (or Dean, as the case may be) will appoint an independent Chapter member or fellow member of the senior staff team (as appropriate) who has not been involved in the first stage (" <b>Reviewer</b> ") to conduct a review. The Reviewer will consider any paperwork relating to the complaint and its investigation, as well as the Investigator's report and the Outcome Letter and consider whether your complaint has been properly investigated and handled by the Cathedral. The Reviewer will provide a written report to the Executive Assistant to the Dean (or Dean, as the case may be) and a written response (" <b>Review Outcome Letter</b> ") will be sent to you. Reviews will normally take up to 28 working days to complete. The Reviewer's decision will be final.
10.	<b>What if you are still not happy with how your complaint has been investigated or handled by the Cathedral following a Review?</b>
10.1	We hope we are able to resolve your complaint in an honest, open and satisfactory way. However, if you are still unhappy then you can write, either by letter or email, to <u>either</u> of our regulators: a) The Church Commissioners at: <a href="mailto:cathedralregulation@churchofengland.org">cathedralregulation@churchofengland.org</a>

	<p>(Please name the Cathedral, outline the details of the complaint and explain why you have not been satisfied with our response)</p> <p>b) The Charity Commission at:</p> <p style="padding-left: 40px;">The Charity Commission PO Box 211 Bootle L20 7YX</p>
10.2	Before you write to the Charity Commission, you should check your complaint is one which the Charity Commission will look into. As stated in the Charity Commission’s guidance on complaints about charities, its involvement in relation to complaints about a charity is limited to issues that pose a serious risk of significant harm to that charity’s beneficiaries, assets, services or reputation.
<b>11.</b>	<b>Monitoring and learning from complaints</b>
11.1	The Chapter Executive should regularly review the complaints received by the Cathedral and their outcomes, to identify any trends or wider learning.
11.2	The Executive Assistant to the Dean should report to the Chapter at each meeting after any complaints have been received on the number and nature of any complaints received and the outcome of those complaints, including whether they have led to a change in services, policies or procedures. If a complaint raises serious concerns, the Executive Assistant to the Dean should bring it to the Chapter’s attention (or to the Dean and/or the Senior Non-Executive Member’s attention, as appropriate) without delay. Where applicable, the Cathedral’s Serious Incident Reporting Process should be followed.
11.3	The Executive Assistant to the Dean must keep a secure record of the complaints received, the report of the Investigator setting out the reasons for their decisions and copies of Outcome Letters and Review Outcome Letters.
<b>12.</b>	<b>Records of your complaint</b>
12.1	We will retain a record of your complaint for 6 years after the last contact with you about the complaint. We will then destroy all records of the complaint securely. You can read more about how we look after your records and your rights as a data subject in our Privacy Notice, which is available on our website at <a href="https://leicestercathedral.org/">https://leicestercathedral.org/</a> .
<b>13.</b>	<b>Policy Review</b>
13.1	This policy should be reviewed every 3 years and updated as required.

## DOCUMENT CONTROL INFORMATION

### Document status

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Version	I
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