



COMPLAINTS POLICY

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What is a Complaint?

A complaint is an expression of dissatisfaction by a visitor, supporter, community member or other connected person about the standard of service provided by, or on behalf of Worcester Cathedral, or the actions, or lack of action, of the Cathedral or its staff.

Examples might include:

- failure to provide a service or an inadequate standard of service
- treatment by or attitude of a member of staff

Why do we have a Complaints Policy?

Our policy provides a mechanism for receiving, investigating and – where possible - resolving complaints. We will respond to each complaint in a professional, respectful and courteous manner.

We will ensure the complaints process is:

- easily accessible and well-publicised;
- simple to understand and use with clear responsibilities;
- prompt and efficient, with established target timescales for action and for keeping people informed.

The process by which we respond to complaints is an integral part of the Cathedral's business, as part of our commitment to continuous improvement. Information and lessons learned from upheld complaints will be used to improve what we do and to help prevent recurrence of any mistakes we may have made. The complaint needs to be made within one year of you first becoming aware of the problem, unless there are good reasons for your delay.

If you wish to make a complaint, please contact a member of staff or send your complaint by email to info@worcestercathedral.org.uk or ring the Chapter Office on 01905 732900.

HOW WILL A COMPLAINT BE HANDLED?

To ensure we can deal with complaints efficiently, we ask that the problem is brought to our attention as quickly as possible after the issue arises. We will not normally consider investigating a complaint about something that happened more than 12 months ago.

The complainant can expect:-

- a full, fair and unbiased investigation;
- respect for confidentiality;
- a comprehensive response to the points made

Informal consideration

If the complaint is an issue or disagreement that can be handled at the point of initial contact or service delivery, we hope a member of staff can resolve the complaint there and then. If this is not possible, details may be sent to the Chief Operating Officer who will ask the most relevant officer to respond directly and promptly. If the complaint is one that requires a greater level of consideration,

or the complainant is dissatisfied with the initial response given, a more “formal” investigation at senior level may be appropriate.

Formal investigation

The complainant should contact the Chief Operating Officer with details of the complaint. If the complaint is about the Chief Operating Officer, it should be addressed to the Dean and if about the Dean it should be addressed to the Bishop. To ensure we have a correct understanding of the issues involved and to avoid any risk of misinterpretation, we ask that details are in writing/email (we are happy to offer support in this respect where appropriate). These details will be acknowledged and recorded, and passed to the relevant senior officer to investigate and respond.

The senior officer may wish to contact the complainant to clarify the information given; we therefore ask that a telephone number or email address is given at the outset.

There are two possible stages to the formal investigation process:

Stage One

An investigation into the points raised will be undertaken by the relevant Operational Manager, who will have a target framework of ten working days for a response. The complainant will be notified of this and kept updated on progress.

Stage Two

If the complainant feels this response has not dealt correctly with the points raised in the complaint, the Chief Operating Officer can be asked to review the matter. When requesting a review by the Chief Operating Officer, the complainant must set out clearly which parts of the response are felt unsatisfactory, and the reasons for this dissatisfaction. We will try to provide a full response within twenty working days, with the same provision for keeping the complainant informed of progress and any unavoidable delays.

In concluding the final stage of the Cathedral’s complaints process, the complainant will be made aware of further avenues for pursuing any remaining dissatisfaction.

Confidentiality and data security

A complainant can expect confidentiality in the handling of their complaint. Details will only be shared with those officers who are involved in the investigation and the relevant parties. Anonymity makes it difficult to investigate a complaint or to provide appropriate responses or redress, so we prefer complainants to avoid anonymity for these reasons. All personal information will be treated in the strictest confidence, and will not be used for anything other than investigating the complaint.

We will ensure that personal data is processed fairly and lawfully, and that the rights of data subjects are properly respected.