



## Complaints Procedure

This procedure is intended for complaints made by parishioners or people with whom Diocesan employees, office holders and volunteers come into contact in the course of their work. We take these complaints very seriously because they may impinge upon the professional competencies and standards of the Diocese and its staff.

A record of the complaint, the investigation and the outcome will be retained.

### Receiving the complaint

Any employee who receives a complaint under this procedure must inform his or her line manager as soon as reasonably practicable. If the complaint is made in writing it must be acknowledged as a matter of priority. If the complaint is made orally the employee to whom it is made will make a written note of the complaint for the line manager's information. In all cases the person making the complaint must be informed that an initial response will be provided within 7 days. If it is not possible to resolve the complaint within this time the person must be informed of this and the reasons for it and an indication must be given as to when it is believed that the complaint can be resolved.

### Investigation

The line manager will investigate the complaint fully. This may include interviewing employees involved in the subject matter of the complaint or obtaining written statements from them. It may also involve referring the complaint to a higher level of management. Those required to contribute to the investigation will be expected to comply fully with instructions in respect of it. Failure to do so will be regarded as a disciplinary offence and may attract the application of the disciplinary procedure.

### Action

Following the investigation, the line manager may take any action that he or she considers appropriate, including the commencement of the capability or disciplinary procedure in respect of one or more employees, or the reference of the complaint to a higher level of management. The complainant must be informed of the outcome and notified of his or her right to a review of the decision.

### Review

If the complainant requests it within 7 days of receiving the decision, the finding will be reviewed. The complainant may give reasons why he or she considers that a review is warranted, or may simply ask the Diocese to think again, and may provide new information.

The Diocese will respond to the request for a review within 7 days, giving reasons why the decision has been reached. We may take any action we consider appropriate in the light of new information or otherwise, as the case may be, including cancelling any action or step previously taken.

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