



COMPLAINTS POLICY

1. INTRODUCTION

The Charity Commission report '*Cause for Complaint*' states: 'an effective complaints management system is a proven way of maintaining and building relationships with the people on whom the charity depends.'

This policy sits alongside Blackburn Cathedral's Grievance Policy, which can be found in the Employee Handbook. The Grievance Policy is intended to set out procedures for paid employees to raise concerns, whereas this document sets out procedures for others who may have an interest. This policy does not cover complaints from Cathedral staff, who should use the Cathedral's grievance procedure which can be found in the Employee Handbook

Handling complaints well:

- Demonstrates your commitment to your clients and other stakeholders
- Demonstrates your commitment to providing the best possible service
- Helps you to find out about things that have gone wrong so you can fix them
- Helps you to prevent things going wrong again in future

Blackburn 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 or the organisation that has made the complaint.

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 complaint
- To make sure everyone at Blackburn 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 reconciled
- To gather information which helps us to improve what we do

2. DEFINITION OF A COMPLAINT

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Cathedral, its operations and its mission and ministry.

This policy is not intended to cover safeguarding concerns. If you are concerned that you or someone you know may be the subject of abuse, or you have a concern regarding any other safeguarding issue, you must contact either the Cathedral Safeguarding Advisers or the Diocesan Safeguarding Adviser:

Our under 18s Safeguarding Co-ordinator is Denise Sanderson who can be contacted on 07938 793844 or 01772 335903 (evenings) or by email to SafeguardingU18@blackburncathedral.co.uk

Our vulnerable adults Safeguarding Co-ordinator is Stewart Hopkinson who can be contacted on 07515 652776 or by email to SafeguardingAdult@blackburncathedral.co.uk

The Diocesan Safeguarding Adviser is Sharon Hassall who can be contacted on 07711 485170 or by email to sharon.hassall@blackburn.anglican.org

If the complaint is not of a safeguarding nature but relates to a complaint against the safeguarding team this policy should be followed.

3. CONFIDENTIALITY

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

4. RESPONSIBILITY

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

5. REVIEW

This policy is reviewed regularly and updated as required.

6. CONTACT DETAILS FOR COMPLAINTS:

Written complaints may be sent to

The Dean
Cathedral Offices
Cathedral Close
Blackburn BB1 5AA

or by e-mail to dean@blackburncathedral.co.uk

Verbal complaints may be made by phone, 01254 277430 or in person to any of the Cathedral's staff in the Cathedral or in the offices.