



Safeguarding
Complaints Policy
taken from the
SAFEGUARDING
POLICY

Safeguarding Complaints

This policy is for employees, office-holders, volunteers and the Winchester Cathedral Community. It can also be used by visitors and external contractors. Please note that this procedure is not intended to provide a process for the resolution of safeguarding concerns or allegations. These should be reported to the Cathedral Safeguarding Manager or Diocesan Safeguarding Manager, in line with House of Bishops' Practice Guidance.

The Chapter at Winchester Cathedral aims to:

- Provide a fair procedure which is clear and easy to use
- Be open about how we will deal with complaints
- Ensure that all complaints are investigated fairly and in a timely way
- Resolve complaints as soon after the point of original contact wherever possible
- Gather information in order to improve our safeguarding work.

This policy can be used to

- Understand the three stage model of Winchester Cathedral's policy for handling complaints by people who consider that a safeguarding issue relating to them has not been handled correctly
- Find out what you need to do if you have a complaint about the procedure leading to a decision by any representative of Winchester Cathedral regarding a safeguarding issue relating to you
- Find out where to get further information and advice about this policy.

Definition of a complaint

For the purpose of these procedures, a complaint is any expression of dissatisfaction about any aspect of safeguarding work relating directly to you undertaken by representatives of Winchester Cathedral.

All information will be handled sensitively, sharing information on a 'need to know' basis and in accordance with data sharing and confidentiality policy and procedure.

Overall responsibility for this procedure and its implementation lies with the Cathedral Chapter. This policy will be reviewed periodically as required.

Complaints Process Timetable

- Informal stage (where appropriate)

In many cases, a complaint is best resolved by the person responsible for the issue that is being complained about. If the complaint has been received by that person, we expect that all reasonable efforts will have been made to resolve it swiftly if possible and with an appropriate (informal) resolution. However, we appreciate that this is not always possible or appropriate and therefore have the following three stage process in order to deal with all complaints raised.

- Stage One (Director of People)
 - Initial response usually within one week (five working days)
 - Decision usually within two weeks (10 working days)
 - If complainant not satisfied, request for Stage Two to be received by the Director of People within two weeks (10 working days).

- Stage Two (Chief Operating Officer)
 - Initial response usually within one week (five working days)
 - Decision usually within four weeks (within 20 working days)
 - If complainant not satisfied, request for Stage Three to be received by the Chief Operating Officer within two weeks (10 working days).

- Stage Three (Appeal to independent chair of Diocesan Advisory Panel)
 - Initial response usually within two weeks (10 working days)
 - Decision usually within six weeks (30 working days)

If the complaint is against the Chief Operating Officer, the complainant should address their complaint to the Dean at Stage Two of the process.

Complaints can be made by telephone or in writing addressed to Cathedral Office, No 9 The Close, SO23 9LS or to the Cathedral Office Reception: 01962 857200.

Winchester Cathedral views complaints as an opportunity to learn and improve the support that we offer in the future, as well as a chance to put things right for the person or the organisation that has made the complaint. Whilst this policy applies to complaints, Winchester Cathedral is always delighted to receive positive feedback as well, as this can also help us to improve what we do.

Further information on the procedure for raising a safeguarding complaint can be found in Winchester Cathedral Safeguarding Practice Guidance.

Monitoring and learning from complaints

The number and outcome of any safeguarding complaints will be reported once a year by the Director of People to the Chapter of Winchester to identify any trends which may indicate a need to take further action.