

SOUTHWARK

◆ CATHEDRAL ◆

CONCERNS & COMPLAINTS FORM

Please use this form to report a concern or complaint you wish to make about Southwark Cathedral or an aspect of Cathedral life.

Please **DO NOT** use this form to report a concern or complaint about safeguarding issues involving young people or vulnerable adults. For all safeguarding issues please contact one of the Cathedral's Safeguarding Officers whose details are available from <http://cathedral.southwark.anglican.org/about/safeguarding>

The information provided will help us decide what to do with your concern or complaint.

If you need help to fill in this form, please contact the Cathedral Office on 0207 367 6700

1. YOUR DETAILS

Your name

Your address

Your telephone number

Your email

2. IN WHAT CAPACITY IS THE COMPLAINT MADE? (please tick relevant box)

As a member of the public

As a member of the congregation

As a member of staff

3. DETAILS OF THE INCIDENT THAT YOU WISH TO COMPLAIN ABOUT

Date of incident

Time of incident

Place incident occurred

Was the incident seen by anyone else? If so, please provide names and contact details (if known) or other details to enable us to identify them

Please describe the incident briefly (Use a separate sheet of paper if necessary)

4. ACTION YOU HAVE TAKEN

Have you complained about this matter to any other member of staff or clergy at the Cathedral already?

If you have, please provide:

Details of the person you complained to and what happened to your complaint.

Please provide us with copies of documentation relevant to action already taken by yourself, and list below.

5. PROGRESSING THE COMPLAINT

Are you willing to provide us with any evidence you hold that supports your concern or complaint?

Yes No

Are you willing to meet someone appointed by the Cathedral Chapter to investigate your complaint?

Yes No

In the event that your complaint proceeds to a hearing are you willing to come to the hearing and to give evidence?

Yes No

6. DECLARATION AND CONSENTS

Disclosure

In order to deal with your complaint, we will need to disclose details of it to the person or persons appointed by the Chapter to investigate it and, in the case of complaints against an individual, to the individual concerned.

Please sign and date below to give us consent to do this. We are unlikely to be able to take your complaint any further if you do not sign and date this section of the form.

I declare that all of the information I have given in this form is, to the best of my knowledge, complete and accurate.

Signed.....

Date.....

7. NEXT STEPS

Please return this signed and dated form in an envelope marked CONFIDENTIAL to:

The Comptroller
Southwark Cathedral
London Bridge
London
SE1 9DA
or email to matthew.knight@southwark.anglican.org

If your concern or complaint involves the Comptroller, please send your completed form to the Dean of Southwark instead.

Southwark Cathedral aims to send you a formal acknowledgement of your complaint within 5 working days of receiving your complaint stating how we intend to deal with it.