

# SOUTHWARK

## ◆ CATHEDRAL ◆

### COMPLAINTS POLICY

#### 1. Purpose of this policy

1.1 The highest standards of conduct and behaviour are expected from all Chapter members of the Cathedral and Collegiate Church of Saint Saviour and Saint Mary Overie, Southwark, its staff, volunteers and members of any Cathedral committees. We know there may be times when we do not meet our own high standards. Should this happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

1.2 The Chapter 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 making the complaint.

#### 2. Making this policy publicly available

This policy must be advertised in a prominent place on the Cathedral's website, so members of the public can find it easily should they wish to make a complaint. A hard copy should also be provided to any person on request at the Cathedral's office.

#### 3. What is a complaint for the purposes of this policy?

A complaint is an expression of dissatisfaction about any aspect of the Cathedral, its operations and its mission and ministry or about an action, or lack of action, by the staff, clergy, Chapter members, members of committees of Chapter, contractors or volunteers that requires a formal response.

#### 4. What complaints are not included in this policy?

##### 4.1 This policy does not relate to:

- (a) complaints from staff, who should refer to the relevant processes in the employee handbook;
- (b) complaints from volunteers, who should refer to the relevant process in the volunteer handbook; and
- (c) complaints relating to safeguarding<sup>1</sup>, which should be referred directly to the Cathedral Safeguarding Officers<sup>2</sup> or to the Diocesan Safeguarding Adviser<sup>3</sup>.

##### 4.2 As a general rule, the Cathedral will not respond:

- (a) to complaints that do not relate directly to something that the Cathedral has done or been involved in;
- (b) when the complaint has already been responded to and has been reviewed through the process in section 9 below;
- (c) when a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.

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<sup>1</sup> If you have a complaint relating to safeguarding and/or the practice of the Diocesan Safeguarding Team you should follow the procedure set out in Section 6, page 5 of the Diocesan Safeguarding Policy *A Safe Church*: <https://southwark.anglican.org/safeguarding/diocesan-policies-and-procedures>

<sup>2</sup> Cathedral Safeguarding Officers:

1. Kathryn Fleming – Precentor, Southwark Cathedral: [Kathryn.fleming@southwark.anglican.org](mailto:Kathryn.fleming@southwark.anglican.org) or 020 7367 6731
2. Cherry James: [cherry.james@southwark.anglican.org](mailto:cherry.james@southwark.anglican.org)
3. Jill Tilley: [jill.tilley@southwark.anglican.org](mailto:jill.tilley@southwark.anglican.org)
4. Helen Quintrell: [hmqm3@gmail.com](mailto:hmqm3@gmail.com)

<sup>3</sup> Diocesan Safeguarding Adviser – Pamela Chisholm: [pamela.chisholm@southwark.anglican.org](mailto:pamela.chisholm@southwark.anglican.org) or 020 7939 9423

## **5. How to make a complaint**

5.1 You can contact us in whichever way is most convenient to you and we will respond to you via the same method unless instructed otherwise.

5.2 Written complaints should be sent by e-mail or letter to the Cathedral's COO at [justine.horsemansewell@southwark.anglican.org](mailto:justine.horsemansewell@southwark.anglican.org) or Southwark Cathedral, London Bridge, London, SE1 9DA.

5.3 Should your complaint be about the COO then the complaint should be directed in writing to the Dean at the above address or by email at: [mark.oakley@southwark.anglican.org](mailto:mark.oakley@southwark.anglican.org)

5.4 Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily. The Cathedral cannot respond to complaints made anonymously, but we will investigate anonymous complaints and use the information provided to improve in any way we can.

5.5 Where a complaint is incoherent or illegible a staff member will contact the complainant, where possible, to request that the complaint be provided in a legible format or to clarify the complaint. Where a legible or coherent version of the complaint is not provided, the complaint will not be able to be progressed.

5.6 Verbal complaints may be made by phone on 020 7367 6700 or in person to any of the Cathedral's staff at the Cathedral.

5.7 Complaints received by telephone or in person need to be recorded in writing. The person who receives a phone or in-person complaint should obtain the name and contact details of the complainant so an appropriate person can revert to the complainant to obtain fuller details and explain the complaints procedure.

## **6. What we will do when we receive a complaint**

6.1 We will acknowledge your complaint within 5 working days of receiving it. The acknowledgement will explain who is dealing with your complaint and when you can expect a response.

6.2 We will do our best to investigate and respond fully and conclusively to all complaints within twenty working days of a complaint being received. Sometimes a complaint is more complex and so it will take us longer to investigate it. Where this happens, we will send you a progress report and let you know when you can expect to receive a final response.

6.3 We will handle any complaints received with sensitivity and in compliance with the Chapter's data protection policy, relevant privacy notices<sup>4</sup> and the law.

6.4 The Chapter may decide not to respond to a complainant, or to cease to respond to a complainant, where it is considered appropriate and proportionate to do so on the basis that a complainant:

- (a) is being deliberately abusive, prejudiced or offensive; and/or
- (b) is harassing a member of staff, volunteer or office holder at the Cathedral. Where the Chapter makes such a decision:
- (c) where possible, the investigation into the complaint made should continue, in accordance with section 7 below; and
- (d) a written reply must be sent to the complainant within 5 working days of the decision to discontinue processing their complaint.

## **7. How will complaints be progressed and resolved?**

7.1 Wherever possible, we will look to resolve your complaint amicably and with pastoral care and sensitivity.

7.2 The COO (or Dean, as the case may be) will assign a senior employee or a member of the Chapter, as appropriate, to investigate any complaint received (the Investigator). The Investigator must be someone who is not personally involved in the events complained about.

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<sup>4</sup> <https://cathedral.southwark.anglican.org/cookies-and-general-privacy-notice/>

7.3 The Investigator will make all necessary and appropriate enquiries to establish the substance of the complaint and note any attempts already made to resolve the matter informally. Where possible, members of staff will be informed of a complaint made about them or any actions for which they were responsible. The Chapter has a duty of care to staff complained about as well as to complainants and so the Investigator should ensure, where possible, that the person about whom a complaint has been made has an opportunity to respond to the concerns raised by the complainant.

7.4 At the conclusion of the investigation, the Investigator must provide a written report to the COO (or Dean, as the case may be).

## **8. How will we inform you about the outcome of your complaint?**

8.1 Once the COO (or Dean, as the case may be) receives the Investigator's report, he or she will respond to you in writing by post or email (the Outcome Letter).

8.2 If your complaint is upheld in whole or in part, the Outcome Letter will normally include an apology, acknowledge where things have gone wrong and explain whether any actions will be taken as a result of the investigation into your complaint. However, the Outcome Letter will not include personal employment information about any member of staff or any personal information about a Chapter member, committee member or any volunteer.

8.3 The Outcome Letter will also include information on how you can seek a review if you are unhappy with how your complaint has been investigated or handled by the cathedral.

## **9. What if you are unhappy with how your complaint has been investigated or handled by the Cathedral?**

9.1 If, after receiving the Outcome Letter, you are unhappy with how your complaint has been investigated or handled by the Cathedral, you can refer your complaint for review in accordance with the process and timescales set out in the Outcome Letter.

9.2 If you request a review within the timescales set out in your Outcome Letter, the COO (or Dean, as the case may be) will appoint an independent Chapter member or fellow member of the senior staff team (as appropriate) who has not been involved in the first stage (the Reviewer) to conduct a review. The Reviewer will consider any paperwork relating to the complaint and its investigation, as well as the Investigator's report and the Outcome Letter and consider whether your complaint has been properly investigated and handled by the Cathedral. The Reviewer will provide a written report to the COO (or Dean, as the case may be) and a Review Outcome Letter will be sent to you. Reviews will normally take up to 28 days to complete.

## **10. What if you are still not happy with how your complaint has been investigated or handled by the Cathedral following a Review?**

10.1 We hope we are able to resolve your complaint in an honest, open and satisfactory way. However, if you are still unhappy then you can write, either by letter or email, to either of our regulators:

(a) The Church Commissioners at: [cathedralregulation@churchofengland.org](mailto:cathedralregulation@churchofengland.org). Please name the Cathedral, outline the details of the complaint and explain why you have not been satisfied with our response.

(b) The Charity Commission at:

The Charity Commission

PO Box 211

Bootle

L20 7YX

<https://www.gov.uk/government/organisations/charity-commission>

10.2 Before you write to the Charity Commission, you should check your complaint is one which the Charity Commission will look into<sup>5</sup>. As stated in the Charity Commission's guidance on complaints about charities, its involvement in relation to complaints about a charity is limited to issues that pose a serious risk of significant harm to that charity's beneficiaries, assets, services or reputation.

## **11. Monitoring and learning from complaints**

11.1 The Senior Management Team should regularly review the complaints received by the Cathedral and their outcomes, to identify any trends or wider learning.

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<sup>5</sup> <https://www.gov.uk/government/publications/complaints-about-charities/complaints-about-charities>

11.2 The COO should report to the Chapter at each meeting after any complaints have been received on the number and nature of any complaints received and the outcome of those complaints, including whether they have led to a change in services, policies or procedures. If a complaint raises serious concerns, the COO should bring it to the Chapter's attention (or to the Dean and/or the Senior Non-Executive Member's attention, as appropriate) without delay.

11.3 The COO must keep a secure record of the complaints received, the report of the Investigator setting out the reasons for their decisions and copies of Outcome Letters.

## **12. Records of your complaint**

We will retain a record of your complaint for 6 years after the last contact with you about the complaint. We will then destroy all records of the complaint securely. You can read more about how we look after your records and your rights as a data subject in our Privacy Notice, which is available on our website<sup>6</sup>.

## **13. What happens if a complaint is made against me?**

13.1 If you find you are the subject of a complaint made by another person, we will ensure that no judgement is made about the validity or otherwise of the complaint until the investigation is complete. We will provide appropriate support for anyone who is the subject of a complaint, and keep them informed of progress during the investigation.

13.2 The result of the investigation will determine the outcome in line with the appropriate Cathedral policy. Where the subject of a complaint is an employee, or worker, this may lead to a separate investigation being carried out under the Cathedrals' Disciplinary Procedure for staff, set out in our Employees Handbook. We will ensure that those investigating the complaint are impartial and will conduct the investigation fairly and reasonably.

13.3 If you are unhappy with the outcome of an investigation you will have the opportunity either to raise a concern yourself under the terms of this policy. Employees who are unhappy with the outcome of a complaint raised under this procedure, and who are not subject to action being taken under the Disciplinary procedure, may use the Cathedral's Grievance Procedure.

## **14. Policy review**

This policy should be reviewed every three years and updated as required.

**Date adopted by Chapter: 5<sup>th</sup> October 2022**

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<sup>6</sup> <https://cathedral.southwark.anglican.org/cookies-and-general-privacy-notice/>