

Complaints Policy

Wells 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.

Wells Cathedral policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of the complaints procedure so that people know how to contact the Cathedral to make a complaint
- To make sure everyone at Wells Cathedral knows what to do if a complaint is received
- To make sure that all complaints are investigated in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

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

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in Wells Cathedral. A complaint can be received verbally, by phone, by email or in writing. The Cathedral does not investigate anonymous complaints.

This policy does not cover:

- Matters relating to safeguarding which should be referred directly to Jackie Croft (Cathedral Administrator and Chapter Clerk, Safeguarding Lead, 07799 644589), Glenys Armstrong (Diocesan Safeguarding Manager, 07834 514842) or The Revd Canon Nicholas Jepson-Biddle (Chapter Member with oversight of Safeguarding, 01749 674483)
- Complaints relating to the Diocese of Bath & Wells, where the Diocese's complaints procedure (available on its website) should be followed
- Complaints from staff or volunteers, who should use the grievance procedure outlined in the Staff Handbook or the Volunteers Handbook respectively
- Complaints relating to Wells Cathedral School, where the School's complaints procedure should be followed. In the event of uncertainty (for example, when a complaint pertains to a chorister matter, please refer directly to Jackie Croft (Cathedral Administrator and Chapter Clerk, 07799 644589) who will liaise and inform you of which policy applies and which procedure to use.

Confidentiality

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

Responsibility

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

Review

This policy is reviewed annually and updated as required.