



Complaints Policy

The Friends of Winchester Cathedral (“FOWC”) view 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. Whilst this policy applies to complaints, FOWC is always delighted to receive compliments as well, as these can also help us to improve what we do.

Our 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 our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at FOWC 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 reconciliation explored
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of FOWC.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in FOWC.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover:

- Complaints from staff.
- Matters relating to safeguarding which should be dealt with in accordance with FOWC’s Safeguarding Policy.

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 Trustees of FOWC.

Review

This policy is reviewed regularly and updated as required.



Complaints Procedure

Publicised Contact Details for Complaints:

Written complaints may be sent to the

The Director
Friends of Winchester Cathedral
2 The Close
Winchester
SO23 9LS

Or by e-mail to friends@winchester-cathedral.org.uk

Verbal complaints may be made by phone, 01962 857244 or in person at the FOWC office.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person need to be recorded on a complaints form.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to FOWC
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Investigation

Complaints are forwarded to the Director as soon as soon as practicably possible by the person receiving it. On receiving the complaint, the Director will make a full record of it. If it has not already been resolved, they will assign a suitable person to investigate and to take appropriate action. This will either be the Director themselves (provided the Director is not the subject of the complaint) or a Trustee of FOWC.

FOWC aims to acknowledge the complaint within 5 working days. The acknowledgement will say who is dealing with the complaint and when the complainant can expect a reply.

FOWC aims to investigate and resolve (if possible) a complaint within 20 working days. If a complaint is more complex, a progress report will be sent to the complainant with an indication of when a full reply will be given.



Outcome

The complainant will be made aware of the outcome of the investigation into the complaint. An apology will be given if appropriate.

Conflicts of Interest

When dealing with a complaint, FOWC will take appropriate steps to avoid any conflict of interest. For example, if a complaint is about the Director or a Trustee, they should not be the person carrying out the investigation into the complaint or be involved in any decision leading to its outcome.

Monitoring and Learning from Complaints

FOWC carefully monitors complaints received in the course of the year and is always willing to “learn lessons” from complaints that are made. If necessary, changes will be implemented and training provided.