

Complaints Policy

Winchester 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. Whilst this policy applies to complaints, Winchester Cathedral 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 Winchester Cathedral 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 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 Winchester Cathedral.

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

This policy does not cover:

- Complaints from staff, who should refer to the Employee Handbook
- Matters relating to safeguarding which should be referred directly to the Diocesan Safeguarding Adviser.

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 the Cathedral.

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 Receiver General
Winchester Cathedral
9 The Close
Winchester
SO23 9LS

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

Verbal complaints may be made by phone, 01962 857 207 or in person to any of the Cathedral's staff in the Cathedral or in the offices.

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 the Cathedral
- 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 Cathedral Administrator as soon as soon as practicably possible by the person receiving it. On receiving the complaint, the Cathedral Administrator will make a full record of it. If it has not already been resolved, they will delegate a suitable person to investigate and to take appropriate action. This will usually be a member of staff or if more serious, the Chapter will investigate.

We aim to acknowledge the complaint within 5 working days. The acknowledgement will say who is dealing with the complaint and when the person complaining can expect a reply.

Complaints are aimed to be resolved within 20 working days. If a complaint is more complex, a progress report will be sent with an indication of when a full reply will be given.

Outcome

The complainant will be made aware of the outcome and provided with an outcome report if required. The Cathedral will apply all relevant learning to any investigation. For example, providing training, modifying procedures or take corrective actions if there is a fault in the systems. If we got it wrong, we will always apologise.

Variation of the Complaints

The Chapter may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a member of the team, lay or clergy, should not also be the same person leading the review.

Monitoring and Learning from Complaints

Our core values are openness, excellence and kindness. We are eager to receive feedback and learn from any complaint and where necessary make changes so we can demonstrate our values in all that we do.

Complaints are reviewed regularly to identify any trends which may indicate a need to take further action.