



Complaints Policy and Procedure

Policy

Introduction

Lichfield Cathedral is many things to many people, primarily a place of worship, but also a visitor attraction, landlord, business owner, employer, and volunteer manager. Many of these roles are public facing and therefore the capacity to record and respond to complaints is an important way of reviewing performance and ensuring the organisation meets the highest possible standards the stakeholders expect.

This policy is about recording how we respond to complaints and ensuring there is strategic oversight. It does not offer complaint resolution which will be dependent on the nature of the complaint.

Principles to complaint record keeping:

- It is important that once a complaint is known it is recorded on the 'Complaints Record Form'. The complaint record keeping sheet should be treated in a similar way to recording an accident.
- The complaint may be recorded by one employee, but they may not be the same employee who investigates and resolves the complaint.
- A complaint might be made in writing or received verbally, both should be recorded.
- If a volunteer receives the complaint and this is reported to a member of staff, this should also be recorded.
- If the first point of contact is unable to respond to a complaint and offer a resolution, the matter should be escalated to the Executive Director who will consider appropriate delegation.
- This complaint and record keeping policy is for external complaints. Safeguarding complaints or complaints against another employee made by a colleague will be responded to as outlined in the Safeguarding policy and Employee Handbook.

Review of this policy

This policy was ratified by the Executive Management Team on 25 August 2020.

Whilst EMT have the discretion to review the policy as often as is required, the policy will not be formally reviewed for 3 years.

The Cathedral's Governance Committee also reserve the right to be able to review the policy as part of their annual audit for Principal Chapter.

Annex A: Sample Complaints Record Form

Lichfield Cathedral Complaints Record Form

Instruction for completion

Ref No

The reference number should chronologically increase from 1.

Nature of complaint

Include brief details of the complaint.

Area

The complaint should be categorised as follows: Worship, Visitor, Event, Estate, Contractor, Staff, Department (followed by the department), Volunteer, and Health and Safety. Can be recorded as more than one area.

If the complaint is safeguarding related it should follow the Safeguarding procedure and be referred to the Safeguarding Officer.

Person who recorded complaint

Who received the complaint.

Owner of complaint

Who has taken over the management of the complaint.

Resolution

Include brief details of the resolution.

Resolved

Record Y = yes / N = no.

<u>Ref No</u>	<u>Date</u>	<u>Nature of Complaint</u>	<u>Area</u>	<u>Person who recorded complaint</u>	<u>Owner of complaint</u>	<u>Resolution</u>	<u>Resolved (Y/N).</u>