

CHESTER CATHEDRAL SAFEGUARDING COMPLAINTS POLICY

This policy explains what to do if you wish to make a complaint about how a safeguarding concern has been dealt with or if you wish to offer any further comment on issues related to safeguarding.

Our policy for safeguarding complaints is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a safeguarding complaint
- To publicise the existence of our safeguarding complaints procedure so that people know how to contact us to make a complaint
- To make sure that everyone who works for the Cathedral knows what to do if a safeguarding complaint is received
- To make sure all safeguarding complaints are dealt with appropriately and in a timely way
- To make sure that safeguarding complaints are, where necessary, referred to the appropriate authority
- To gather information which helps us to improve what we do

Routinely, comments and complaints will, in the first instance, be handled by the Safeguarding Officer. Reference to the Dean and the Diocese will be made if required.

Comments or complaints about the Safeguarding Officer can be made directly to the Dean.

HOW YOU CAN MAKE A COMPLAINT:

Definition of a Complaint

A safeguarding complaint is an expression of dissatisfaction, whether justified or not, about any aspect of safeguarding process or procedure or case handling at Chester Cathedral.

We will willingly receive complaints from you and where possible, seek a resolution.

You can make a complaint in writing and submit it to:

helen.barber@chestercathedral.com

Alternatively you can speak with:

Helen Barber (Safeguarding Officer) on 01244 500953

We believe that most concerns can be dealt with at an early stage as quickly as possible and we will strive to do this.

We will make sure that your complaint is:

- a) Acknowledged in writing within 5 working days (please ensure that you provide your contact details or postal address).

- b) Dealt with promptly and appropriately (within 20 working days if possible), taking external advice where necessary. It will be carefully considered and you will be informed in writing (within the bounds of confidentiality requirements) of any actions taken as a result of your complaint. A written record of your complaint will be held in a secure file. If, for any reason, the 20 working days timescale cannot be met, an interim report will be provided.

CONTACT DETAILS:

Helen Barber, Safeguarding Officer:

helen.barber@chestercathedral

Telephone: 01244 500953

Tim Stratford, Dean of Chester:

deansoffice@chestercathedral.com

01244 500978

Pauline Butterfield, Diocesan Safeguarding Adviser:

pauline.butterfield@chester.anglican.org

Telephone: 01928 718834 x 221 or 0303 003 1111

At Chester Cathedral, we believe that constructive comments can represent an opportunity to learn and improve for the future.

We welcome suggestions on how we can improve our safeguarding culture within the cathedral community and with the activities/events we provide or support.

HOW CAN YOU MAKE A COMMENT OR SUGGESTION?

We are very happy to receive comments, encouragements and suggestions from you.

You can do this in writing and submit it to:

helen.barber@chestercathedral.com

Alternatively you can speak with:

Helen Barber (Safeguarding Officer) on 01244 500953

We will make sure that your comment is dealt with. Any comments will be carefully considered and you will be informed of any actions taken as a result. A written record of your comment will be held.