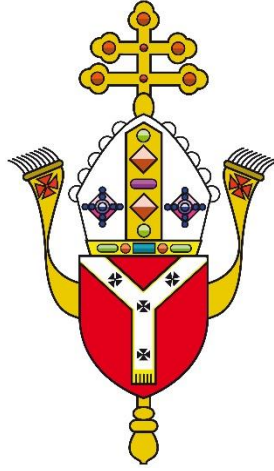


DIOCESE OF WESTMINSTER



COMPLAINTS POLICY (PUBLIC)

Policy prepared by:	Head of HR
Third Party Policy:	No
Approval of The Directors of the Trustee	11 October 2024
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1. COMPLAINTS POLICY STATEMENT

This policy is intended only for complaints made by members of the public against volunteers and employees of the Roman Catholic Diocese of Westminster.

For complaints made by employees against other employee(s) please see the diocesan grievance procedure, available from the HR department of the Diocese.

We will treat all complaints seriously and will investigate them promptly, efficiently and in confidence.

The main aim of this policy is to provide a framework for resolving complaints and for stopping any action which is the cause of complaints or behaviour that is resulting in personal offence or distress.

2. RECEIVING A COMPLAINT FROM A MEMBER OF THE PUBLIC

Any employee who receives a complaint must refer the complaint to the most relevant department head or department manager to which the subject matter relates to. If the employee does not know who is the most appropriate department, they should contact the HR department for further guidance.

The complaint must be made in writing and be acknowledged as a matter of priority. In all cases the person making the complaint must be informed that an initial response will be provided within 10 days. If it is not possible to resolve the complaint within this time frame the person must be informed of the reason for the delay and provided with an approximate time frame of when the complaint is likely to be resolved

3. INVESTIGATION PROCEDURE

The department head or line manager assigned to deal with the complaint will investigate the complaint fully. This may include interviewing employees or volunteers involved in the subject matter of the complaint or obtaining written statements from them. It may also involve referring the complaint to a higher level of management. Those required to contribute to the investigation will be expected to comply fully with the process

Following the investigation, the line manager may take any action that he or she considers appropriate. This could include, (following advice from HR) the commencement of the capability or disciplinary procedure in respect of one or more employees, or referring of the complaint to a higher level of management. The complainant must be informed of the outcome and notified of his or her right to a review of the decision.

4. REVIEW PROCESS

If the complainant requests a review of the findings within 10 days, a review will take place. The diocese will respond to the request for a review within 10 days, giving reasons why the decision has been reached. The diocese may take any action considered appropriate in light of new information. This may include cancelling any action(s) previously taken

Any request for a review beyond the 10-day period will not be considered and will be treated as a new complaint.

A copy of the complaint, any response and record of the outcome will be kept securely for a minimum of 5 years with the HR department.