



DIOCESE OF EAST ANGLIA

## **Diocesan policy and procedures on COMPLAINTS AGAINST DIOCESAN STAFF**

### **1. Introduction**

- 1.1 It is the aim of the Bishop and Diocesan Trustees that we, together with our staff, fulfill our duties under the Diocesan Trust Deed, serve the people of the Diocese and advance the Roman Catholic Faith.
- 1.2 We are aware however that situations may occur which give rise to dissatisfaction with the service provided and in order to deal with these situations in an effective and structured manner the Diocesan Procedure is detailed below.
- 1.3 This procedure is for use in situations involving Diocesan Staff, namely lay personnel who are employed directly by the Diocese and based at the Diocesan Offices at Poringland or at other locations as required by the nature of the role.
- 1.4 The procedure does not relate to situations involving child protection and vulnerable adult matters, which should be referred directly to the Diocesan Child Protection Coordinator, nor does it relate to situations involving parish employees which should be referred directly to the parish priest.

### **2. Informal process**

- 2.1 If you are dissatisfied with the service you have received, then in the first place you should tell that person of your dissatisfaction. He or she should be willing to listen, to discuss the matter with you and seek to satisfy your concerns where justified. If you remain unhappy, the member of staff will arrange for you to discuss your concerns with a more senior member of the Diocese.
- 2.2 Generally it is preferable that problems are resolved quickly and effectively by informal means and every effort should be made to resolve a problem satisfactorily as near as possible to the point at which it arose, thereby avoiding the need for recourse to the formal complaints procedure.
- 2.3 If following the informal process you remain dissatisfied, you may then decide to follow the formal procedure and request a Complaint Form.

### **3. Formal Complaints Procedure**

- 3.1 To make a formal complaint against a member of Diocesan Staff you must be the person who is directly affected by the complaint and the informal process must have been exhausted.
- 3.2 Formal complaints should be made in writing and addressed to:

The Diocesan Trustees  
The Diocesan Offices  
The White House  
21 Uppgate  
Poringland  
Norwich  
NR14 7SH

- 3.3 A written acknowledgment will be sent to you within 5 working days of receipt of the complaint, and you will be advised of the name of the person responsible for handling the complaint.
- 3.4 A record will be maintained by the Diocese of all complaints received against its staff, giving details of the date received, the nature of the complaint, the action taken and the outcome.
- 3.5 An appointed officer will be asked to interview you and this will normally be within 14 working days of receipt of the complaint. You will be informed if a longer period is required. At the interview you may be accompanied by a person of your choice.
- 3.6 The appointed officer will also interview the person against whom the complaint has been made, normally within 14 working days.
- 3.7 The appointed officer will be responsible for providing a report of the findings, based upon an evaluation of the issues involved, how they have arisen and how they have been dealt with.
- 3.8 The report will be submitted to the Bishop and Diocesan Trustees, and their decision will be made within 5 working days following receipt.
- 3.9 You will be notified of the decision in writing, including reasons for the decision. You will be notified of your right, if you are not satisfied by the decision, to request that the complaint is considered by an Appeals Panel.

#### **4. Appeal Procedure**

- 4.1 If you wish to request that the complaint is considered by an Appeals Panel, you must make a formal written request within 14 working days from the date of notification. Your request will be acknowledged within 5 working days of receipt.
- 4.2 An Appeals Panel will be commissioned by the Bishop and Diocesan Trustees, and will comprise a minimum of three people with a variety of backgrounds and different areas of expertise.
- 4.3 The Appeals Panel will normally meet within 21 working days after receipt of your written request. You may attend the meeting and be accompanied by another person who will be entitled to make submissions on your behalf relating to the matter in hand. You will be entitled to make written submissions to the Panel before the meeting and oral submissions at the meeting. Details of how to make written submissions will be sent to you when your request is acknowledged.
- 4.4 A written summary will be kept of the proceedings and a copy provided to you.
- 4.5 The panel will notify you and the Bishop and Diocesan Trustees of its recommendations in writing within 5 working days of the meeting.