

## **Complaints Policy for Birmingham Cathedral.**

Birmingham 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 who has made the complaint.

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 and make a complaint.
- To make sure everyone at Birmingham 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 all complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps improve what we do.

### **Definition of a complaint**

A complaint is an expression of dissatisfaction, about any aspect of Birmingham Cathedral.

### **Where complaints come from**

Complaints may come from any person or organisation who has a legitimate interest in Birmingham Cathedral.

A complaint may be received verbally, by phone, email or in writing. This does not include complaints from staff who are covered by the Birmingham Cathedral's Discipline and Grievance procedures.

### **Confidentiality.**

Any 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 dean and Chapter of Birmingham Cathedral.

### **Review.**

This policy is reviewed regularly and updated as required.

Adopted on: 26.02.2019

Last Reviewed: 26.02.2019

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