



## Complaints Procedure

### Complaints

Peterborough Cathedral is committed to dealing effectively with any complaints received. We try to use the information we gain to learn and improve the way that we work.

If your complaint relates to a Safeguarding issue, this will be dealt with separately. Please contact the Cathedral Safeguarding Officer, Canon Sarah Brown, Canon Missioner at the Cathedral. She can be contacted by email [canon.missioner@peterborough-cathedral.org.uk](mailto:canon.missioner@peterborough-cathedral.org.uk) or 01733 355315.

This procedure does not apply to members of staff for whom a separate procedure is in place.

### How to make a complaint

It is always best to lodge a complaint as soon as possible after the event so that it can be investigated whilst still fresh in everyone's minds. All complaints should be raised within three months of the date of the incident, unless this is not reasonably practicable. Many matters can be resolved quickly and informally and it is our aim to do this wherever possible.

### Stage 1 - Informal Complaint and Resolution

In the first instance, you should report the matter either in person, in writing, by phone 01733 355315 or by email to [dean.pa@peterborough-cathedral.org.uk](mailto:dean.pa@peterborough-cathedral.org.uk), giving your contact details so that we can respond to you.

We aim to respond to any concerns of this nature within 10 working days of receipt. If we can't do this, we will explain why and tell you when we do expect to be able to respond.

If the matter cannot be resolved informally, or if it is deemed more serious, then the matter should progress to stage 2, Formal Complaint.

## **Stage 2 — Formal Complaint and Resolution**

To raise a formal complaint, we ask you to set out the complaint in writing and send it to the Senior Manager of the relevant department.

Our web pages outline the roles of each of the senior staff and can be accessed via this link:

<https://www.peterborough-cathedral.org.uk/staff-directory.aspx>

Mail can be addressed to Peterborough Cathedral Office, Deanery Mews, 11 Minster Precinct, Peterborough, PE1 1XS, or it can be emailed to [dean.pa@peterborough-cathedral.org.uk](mailto:dean.pa@peterborough-cathedral.org.uk), marked as Confidential and with the name of the appropriate manager in the subject line.

A Senior Manager will acknowledge, investigate your complaint, and respond within 10 working days of receipt.

If it is found that the issue is more complex than first thought, you will be given an interim response describing what is being done to deal with the matter and when you can expect a reply.

## **Appeals**

If you wish to appeal against the outcome of a complaint, you should do so in writing.

Appeals should be addressed to The Chapter of Peterborough Cathedral, Care of the Dean's PA, at the postal or email address above. You should outline the reason for your appeal, including why you feel the complaint has not been dealt with to your satisfaction.

Any appeal must be made in writing within one month of receipt of the reply.

A member of Chapter will be assigned to acknowledge, review and respond to the appeal. This will be done within 10 working days of receipt of the appeal. If the issue is more complex, you will receive an interim response describing what is being done with it and when you can expect a reply.

The decision taken at this stage is final, and there is no further right to appeal.