



## Diocese of Derby: Safeguarding Complaints procedure outline (v2)

Key issues that may require consideration/decision:

- Timings
  - Who should receive what?, when?
  - Who should respond at which stage?
  - Who should manage?
- To clarify: this is not about a complaint about behaviour that might constitute and safeguarding matter – these should be dealt with using the safeguarding procedure

Possible nature of complaint:	Decision:	Process/Action	Target timescales from the time of the receipt of the complaint
<b>a) 'Case' management:</b> <ul style="list-style-type: none"> <li>• process and/or</li> <li>• individual</li> </ul>	Who should receive?	1) Complaint received  2) NB: immediate or urgent action may be required at this point – or at any point of the process depending on the nature of complaint or information – in line with HR and related procedures	3): within one week
<b>b) Training:</b> <ul style="list-style-type: none"> <li>• trainer/s - process</li> <li>• other participants</li> <li>• content</li> <li>• availability</li> </ul>	Who should respond?  Who should manage?	3) Initial response to complainant setting out process and anticipated timescales and providing a named link 'complaint manager'  <b>'Complaint manager' to:</b>	
c) Other...?	Immediate requirement to liaise/refer to external agency?	4) Clarify information about the complaint if required  5) Decide who to share information with – especially the subject of complaint where relevant	Steps 4) to 7): within one month

	<p>Subsequent requirement to liaise/refer to external agency?</p>	<p>6) Gather information to support or challenge complaint</p> <p>7) Consider:</p> <ul style="list-style-type: none"> <li>• action under personnel procedures</li> <li>• action involving external agencies</li> <li>• learning points and ‘feeding’ into development process: training, procedures etc.</li> </ul> <p>8) Respond to complainant with ‘findings’ and proposed actions (where appropriate to share)</p> <p>9) Respond to subject of complaint where relevant with ‘findings’ and proposed actions (where appropriate to share)</p> <p><b>10) Report to appropriate individual/group:</b> Bishop, DSL, DSA, DS Officer, Chair SMC, SMC etc. and</p> <ul style="list-style-type: none"> <li>• agree an action plan to implement learning from the complaint and its investigation</li> <li>• establish outcome measures</li> </ul> <p><b>11) Review</b></p>	<p>Steps 8) to 9): within 6 weeks</p> <p>Step 10): within two months</p> <p>Step 11): within 6 months of agreeing action plan; within 8 months of the start of the complaints procedure response</p>
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