



# Safeguarding Complaints Policy and Procedure

## Policy Info

Policy Owner	Diocesan Safeguarding Advisor
Policy Monitoring	Internal Audit
Review Dates	Ratified ~ 16 December 2019 Updated ~ October 2020

## **Intention**

The Derby Diocese Safeguarding team is committed to providing a robust and proportionate service supporting the needs of the Diocese, parish and individual. We acknowledge that the decisions we need to take, can have a significant impact on the individual. Safeguarding is a difficult task and we are committed to ensuring that we investigate all complaints with rigour and fairness. We will always use complaints and feedback as a method for improving our practice.

## **Definition of a Safeguarding Complaint**

A safeguarding complaint is considered as an expression of personal dissatisfaction, whether justified or not, about the service received from any Safeguarding Team member, or about the process that was used to reach a Safeguarding decision. We will address all complaints thoroughly. When you make an initial complaint or ask for an escalation of a complaint you will receive acknowledgement of your complaint within 3 working days.

There are two types of complaint

### **1. Informal Complaint**

This is where you feel that the complaint or dissatisfaction can be identified and addressed at a departmental level. You could speak directly to your case worker or direct your complaint in confidence to the Diocesan Safeguarding Advisor to receive a prompt outcome to the issues raised. Your complaint will be recorded, and lessons learned could be shared within the team in a sensitive and confidential manner.

By raising an informal complaint, you do not forfeit the right to escalate the complaint should you not be satisfied with the outcome.

### **2. Formal Complaint**

If you do not feel you can comfortably have that conversation, or if the conversation did not resolve your complaint, you can escalate your complaint in one of three ways,

- You can send a written complaint
- You can email your complaint
- You can make an appointment to speak with the Diocesan Safeguarding Advisor (DSA) Hannah.hogg@derby.anglican.org to discuss your complaint.

### **There are three potential stages for formal complaints**

I. Initially your complaint will be directed to the Diocesan Safeguarding Advisor, who will arrange and meet with you to discuss and attempt to resolve issues. (If your complaint is about the DSA this will be addressed by the Diocesan Secretary rachel.morris@derby.anglican.org).

II. If your complaint is not satisfactorily resolved at the initial stage, you can escalate the matter to the Diocesan Secretary.

III. Furthermore, if you are not satisfied with the outcome from the Diocesan Secretary your complaint can be escalated further. This matter will then be passed to an independent Diocese for them to assess and consider.

None of these stages affect your right to bring a complaint to the attention of a national body such as an Ombudsman, the Information Commissioners Office, your MP/Counsellor, or the National Safeguarding Team of the Church of England, however, they may ask for your complaint to follow the above stages (if not completed) to resolve your concern at the lowest level.

To lodge a complaint, you need to detail of the nature of the complaint, the date it occurred, why you are not happy with the situation and what you would consider to be an appropriate outcome.

We endeavor to complete each individual stage within 28 days.

