



The Cathedral Church of St Woolos, Newport, is a registered charity no. 1202787
Mae Eglwys Gadeiriol Gwynllyw, Casnewydd, yn elusen gofrestredig rhif 1202787

Newport Cathedral Complaints Policy

1 Purpose of this policy

- 1.1 The highest standards of conduct and behaviour are expected from all Chapter members, staff, volunteers and members of any cathedral committees. We know there may be times when we do not meet our own high standards. Should this happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.
- 1.2 The Chapter 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 making the complaint.

2 Making this policy publicly available

This policy will be advertised on the cathedral's website, so members of the public can find it easily should they wish to make a complaint. A hard copy should also be provided to any person on request from the cathedral's office.

3 What is a complaint for the purposes of this policy?

A complaint is an expression of dissatisfaction over the conduct and behaviour of a cleric, member of the cathedral staff, Chapter member, member of a chapter committee, contractor, or volunteer that warrants further investigation. A complaint may be raised about conduct and behaviour as they relate to the mission, ministry, and operations of the cathedral.

4 What complaints are not included in this policy?

- 4.1 This policy does not relate to:
 - a) complaints from staff, who should refer to the relevant processes in the employee handbook (Grievance Procedure);
 - b) complaints relating to Deans are not covered in this policy. Complaints about the Dean should go to the Bishop and are covered by the Disciplinary Policy and Procedure of The Clergy – Church in Wales, available on the Church in Wales website.

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- c) complaints relating to safeguarding, which should be referred directly to the Cathedral Safeguarding Officer at
The Cathedral Office, 105 Stow Hill, Newport NP20 4ED or by email to safeguarding@newportcathedral.org.uk,
or to the Provincial Safeguarding Officer at colin.taylor@cinw.org.uk.

4.2 As a general rule, the cathedral will not respond:

- (a) to complaints that do not relate directly to something that the cathedral has done or been involved in;
- (b) when the complaint has already been responded to and has been reviewed through the process in section 9 below;
- (c) when a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.

5 How to make a complaint

- 5.1 We would normally expect complaints to be resolved informally before making a formal complaint. If this is a safeguarding matter, see 4.1 (c) above.
- 5.2 If you feel unable to raise the matter informally for whatever reason, or have been unable to resolve it informally, written complaints should be sent by e-mail or letter to the Dean at deanofnewport@cinw.org.uk or via The Cathedral Office, 105 Stow Hill, Newport NP20 4ED.
- 5.3 Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily. The cathedral cannot respond to complaints made anonymously, but we will investigate anonymous complaints and use the information provided to improve in any way we can.
- 5.4 Where a complaint is incoherent or illegible, a staff member will contact the complainant, where possible, to request that the complaint be provided in a legible format or to clarify the complaint. Where a legible or coherent version of the complaint is not provided, the complaint will not be progressed.
- 5.5 Verbal complaints may be made by phone on 01633 267464 or in person to any of the cathedral's staff at the cathedral.
- 5.6 Complaints received by telephone or in person need to be recorded in writing. The person who receives a phone or in-person complaint should:
 - a) write down the facts of the complaint;
 - b) take the complainant's name, address and telephone number;
 - c) note down the relationship of the complainant to the cathedral;
 - d) tell the complainant that the cathedral has a complaints policy and direct them to it;
 - e) explain to the complainant what will happen next and how long it will take; and
 - f) where appropriate, ask the complainant to send in a written account by post or by email so that the complaint is recorded in the complainant's own

words, or for the complainant to verify that the complaint as written by the member of staff is sufficient.

6 What we will do when we receive a complaint

- 6.1 We will acknowledge your complaint within 5 working days of receiving it. The acknowledgement will explain who is dealing with your complaint and when you can expect a response.
- 6.2 We will do our best to investigate and respond fully and conclusively to all complaints within twenty working days of a complaint being received. Sometimes a complaint is more complex and so it will take us longer to investigate it. Where this happens, we will send you a progress report and let you know when you can expect to receive a final response.
- 6.3 We will handle any complaints received with sensitivity and in compliance with the Church in Wales's data protection policy, dignity charter and the law.
- 6.4 It may be decided to offer a mediated conversation in an attempt to resolve the matter, where that is appropriate.
- 6.5 The Chapter may decide not to respond to a complainant, or to cease to respond to a complainant, where it is considered appropriate and proportionate to do so on the basis that a complainant:
- (a) is being deliberately abusive, prejudiced or offensive; and/or
 - (b) is harassing a member of staff, volunteer or office holder at the cathedral.
- Where the Chapter makes such a decision:
- (c) where possible, the investigation into the complaint made should continue, in accordance with section 7 below; and
 - (d) a letter must be sent to the complainant within 5 working days to inform them of the Chapter's decision, and it should inform the complainant whether the complaint raised is being investigated by the Chapter.

7 How will complaints be progressed and resolved?

- 7.1 Wherever possible, we will look to resolve your complaint amicably and with pastoral care and sensitivity.
- 7.2 The Dean will assign the line manager, another senior employee or a member of the Chapter, as appropriate, to investigate any complaint received (the Investigator). The Investigator must not be someone who is personally involved in the events complained about.
- 7.3 The complainant should know at the offset that to proceed their complaint will be shared in full with the person they are complaining about, unless there are legal reasons not to do so. This is so that the person concerned can respond appropriately. The Chapter has a duty of care to staff complained about as well as to complainants. If the complainant does not consent to this, it can make the investigation difficult to complete, but they have the right to remain anonymous.

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- 7.4 The Investigator will make all necessary and appropriate enquiries to establish the substance of the complaint and note any attempts already made to resolve the matter informally.
- 7.5 At the conclusion of the investigation, the Investigator must provide a written report to the Dean.

8 How will we inform you about the outcome of your complaint?

- 8.1 Once the Dean receives the Investigator's report, he or she will respond to you in writing (the Outcome Letter).
- 8.2 If your complaint is upheld in whole or in part, the Outcome Letter will normally include an apology, acknowledge where things have gone wrong and explain whether any actions will be taken as a result of the investigation into your complaint. However, the Outcome Letter will not include personal employment information about any member of staff or any personal information about a Chapter member, committee member or any volunteer.
- 8.3 The Outcome Letter will also include information on how you can seek a review if you are unhappy with how your complaint has been investigated or handled by the cathedral.

9 What if you are unhappy with how your complaint has been investigated or handled by the cathedral?

- 9.1 If, after receiving the Outcome Letter, you are unhappy with how your complaint has been investigated or handled by the cathedral, you can refer your complaint for review in accordance with the process and timescales set out in the Outcome Letter.
- 9.2 If you request a review within the timescales set out in your Outcome Letter, the Dean will appoint an independent Chapter member or fellow member of the senior staff team (as appropriate) who has not been involved in the first stage (the Reviewer) to conduct a review. The Reviewer will consider any paperwork relating to the complaint and its investigation, as well as the Investigator's report and the Outcome Letter and consider whether your complaint has been properly investigated and handled by the cathedral. The Reviewer will provide a written report to the Dean and a Review Outcome Letter will be sent to you. Reviews will normally take up to 28 days to complete.

10 What if you are still not happy with how your complaint has been investigated or handled by the cathedral following a Review?

- 10.1 We hope we are able to resolve your complaint in an honest, open and satisfactory way. However, if you are still unhappy then you can write, either by letter or email, to our regulators:

The Charity Commission at:
The Charity Commission
PO Box 211
Bootle
L20 7YX

Please name the cathedral, outline the details of the complaint and explain why you have not been satisfied with our response.

- 10.2 Before you write to the Charity Commission, you should check your complaint is one that the Charity Commission will look into. As stated in the Charity Commission’s guidance on complaints about charities, its involvement in relation to complaints about a charity is limited to issues that pose a serious risk of significant harm to that charity’s beneficiaries, assets, services or reputation.

11 Monitoring and learning from complaints

- 11.1 The complaints received by the Cathedral and their outcomes, will be reviewed quarterly by the Chapter Lead for Safeguarding, to identify any trends or wider learning.
- 11.2 The Dean should report to the Chapter at each meeting after any complaints have been received on the number and nature of any complaints received and the outcome of those complaints, including whether they have led to a change in services, policies or procedures. If a complaint raises serious concerns, the Dean should bring it to the Chapter’s attention without delay.
- 11.3 The Dean must keep a secure record of the complaints received, the report of the Investigator setting out the reasons for their decisions and copies of Outcome Letters.

12 Records of your complaint

We will retain a record of your complaint for 6 years after the last contact with you about the complaint. We will then destroy all records of the complaint securely.

13 Policy review

This policy should be reviewed every three years and updated as required.

Date adopted by Chapter:

1.4 – 18th November 2025

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