

# Complaints Procedure

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We recognise that we get things wrong at times, make mistakes, or we may not reach the high standard that is expected of us. When this happens, we will try to change things as quickly as we can. We look at complaints as opportunities to improve how we work.

**You can make a complaint if you are unhappy with our service or with the way you have been treated by a member of staff.**

**This may be because:**

- You may feel that staff have acted rudely or inappropriately towards you.
- You believe that the information you have received is misleading or inaccurate.
- You believe that our staff have not followed our policies or procedures correctly.

**What's not a complaint?**

- If you disagree with the decision of the confidential Panel – you will have to follow our appeals process.
- If you disagree with the policy or approach of one of the 3 denominations, we work with – you will have to contact them directly.

**How to make a complaint<sup>1</sup>**

e-mail : [post@panel.cymru](mailto:post@panel.cymru)

By Letter:

**Interdenominational Safeguarding Panel, Unit 1 Vale Park, Colomendy Industrial Estate, Denbigh LL16 5TA**

For the attention of:

- The member of staff who has dealt with you<sup>2</sup>
- The member of staff's line manager
- The Directors of the Panel

We will need to gather information to help us resolve the complaint, and we aim to do this within 14 working days.

**Taking your complaint further**

Your complaint can be taken further and fully investigated if:

- you are still unhappy after we try to resolve the complaint
- we will feel that the matter is too complex or serious to resolve without an investigation

To take your complaint further we will need to understand why you are still unhappy, what you think has gone wrong, and what you think would get it right. To share this information with us, you can complete our complaints form.

We will:

- tell you that we have received your complaint, within 5 working days.
- Appoint a member of staff or Panel member to look into your complaint. The complaint will normally be considered by a manager or director who was not involved in the original matter.
- Look into your complaint thoroughly and fairly.
- respond within 21 working days.

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<sup>1</sup> The complaint will normally be about an issue that has happened recently but, on occasion, there will be a valid delay in making a complaint. Please contact us for advice if you wish to make a complaint about an issue that has occurred in the past.

<sup>2</sup> complaints that are resolved directly by a member of staff are usually noncomplex matters that can be resolved quickly. If the member of staff is unable to help, they will explain why. You then have the right to ask for your complaint to be taken further.