

## **Safeguarding Complaints Policy**

The Diocese of Salisbury views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair safeguarding complaints procedure which is clear and easy to use for anyone wishing to make a safeguarding complaint
- To publicise the existence of our safeguarding complaints procedure so that people know how to contact us to make a safeguarding complaint
- To make sure everyone at the diocese knows what to do if a safeguarding complaint is received
- To make sure all safeguarding complaints are investigated fairly and in a timely way
- To make sure that safeguarding complaints are, wherever possible, resolved and that relationships are repaired and reconciliation explored
- To gather information which helps us to improve what we do

### **Definition of a Safeguarding Complaint**

A Safeguarding complaint is any expression of dissatisfaction or concern, whether justified or not, about a safeguarding matter in the Diocese of Salisbury. It may relate to:

- Concern about possible abusive behaviour by a member of the clergy; licensed, authorised or commissioned lay person or a church officer. This can include abuse that falls within the following definitions:
  - Physical abuse
  - Emotional abuse
  - Sexual abuse
  - Spiritual abuse
  - Financial abuse
  - Domestic abuse/violence
- Concern about a way that a safeguarding matter has been handled by a member of the clergy; a licensed, authorised or commissioned lay person; a church officer or an employee of the Diocese when it has been brought to their attention.

### **Where Complaints Come From**

Complaints may come from:

- A person who considers that they have been subject to abusive behaviour by a member of the clergy; a licensed, authorised or commissioned lay person; a church officer or an employee of the Diocese
- a person who is dissatisfied with the service that they have received in respect of a safeguarding matter from a member of the clergy; a licensed, authorised or commissioned lay person; a church officer or an employee of the Diocese.
- Any agency involved in safeguarding who is similarly concerned

A formal safeguarding complaint can be received by phone, in person, by email or in writing.

It is our policy that we will not investigate anonymous safeguarding complaints.

This policy does not cover:

- Safeguarding complaints relating to diocesan church schools, where the individual school's complaints process should be used. .
- Complaints from staff, who should use the Board of Finance's grievance or dignity at work procedure.

### **Confidentiality**

All information relating to safeguarding complaints will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation is with Bishop's Council sitting as the Board of Directors.

### **Review**

This policy is reviewed regularly and updated as required.

### **Safeguarding Complaints Procedure of the Diocese of Salisbury**

Safeguarding complaints should be directed to the Diocesan Safeguarding Adviser who is based at Church house or the Bishop's Chaplain. The complaint may be made verbally or in writing.

### **Publicised Contact Details for Complaints:**

Written complaints about safeguarding should be sent to the Diocesan Safeguarding Adviser (DSA), Church House, Crane Street, Salisbury, SP1 2QB. Email:

[heather.bland@salisbury.anglican.org](mailto:heather.bland@salisbury.anglican.org)

In the absence of the DSA or if the complaint is about the DSA then they should be directed to the Bishop's Chaplain, South Canonry, The Close, Salisbury, SP1 2ER.

Email: [bishops.chaplain@salisbury.anglican.org](mailto:bishops.chaplain@salisbury.anglican.org)