



The Diocese of Ely has policies and procedures in place regarding standards of performance and behaviour and which are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.

Complaints/Grievance Policy and Procedure

The Diocese of Ely takes complaints and grievances very seriously. It is important that if you feel dissatisfied with any area of service, you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

Our aims are:

- to provide a fair procedure which is clear and easy to use
- to be open about how we will deal with complaints and grievances
- to ensure that all complaints and grievances are investigated in an equitable and timely way
- to resolve complaints and grievances as soon as possible

For the purpose of these procedures, a complaint is any formal expression of dissatisfaction with our service, whether justified or not, which calls for a response. The complainant must be the person directly affected by the issue and not a third party. The complaint may be either verbal or written and should be submitted to the Diocesan Secretary or, failing them, the Chair of the Ely Diocesan Board of Finance (EDBF).

Informal discussion can often resolve situations without the need for a written record. If you feel aggrieved at any matter, you should first raise it with the person concerned.

If a formal complaint or grievance is wished to be raised, this should be done in writing from the outset. You should address your written complaint to the Diocesan Secretary or, failing them, the Chair of the EDBF, explaining fully the nature and extent of your complaint or grievance, giving dates of occurrences where appropriate. Your complaint or grievance will then be investigated fully. You will be notified of the decision, in writing, normally within ten working days (two calendar weeks) of the meeting, including the right of appeal. All communication will be recorded on file whether written, digital or telephonic.

Within this timescale, the Diocesan Secretary or, failing them, the Chair of the EDBF will:

- make all necessary and appropriate enquiries to establish the substance of the complaint and any attempts already made to resolve the matter informally
- form a view and decide who the best person to respond to the complaint may be

- initiate discussions or meetings with the complainant to fully understand their issue, seek clarity and be clear on what would constitute a resolution for them
- arrange any necessary mediation between the parties and any necessary, subsequent action(s)

The reply to the complainant will inform them of the action(s) taken to investigate the complaint, the conclusions from the investigation, and any action to be taken as a result of the complaint.

You have the right to be accompanied at any stage of the procedure by a supporter who may act as a witness or speak on your behalf to explain the situation more clearly.

If you wish to appeal you must inform the Diocesan Secretary or, failing them, the Chair of the EDBF within five working days. Following an appeal meeting you will be informed of the final decision, normally within ten further working days (two calendar weeks), which will be confirmed in writing.

All information will be handled sensitively, sharing information on a ‘need to know’ basis and in accordance with the Diocese’s data sharing and confidentiality policies and procedures.

Overall responsibility for this procedure and its implementation lies with the Diocese of Ely. This policy will be reviewed periodically as required.

Disciplinary action taken will be based on the following procedure:

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION	FOURTH OCCASION
UNSATISFACTORY CONDUCT	Formal verbal warning	Written warning	Final written warning	Dismissal
MISCONDUCT	Written warning	Final written warning	Dismissal	
SERIOUS MISCONDUCT	Final written warning	Dismissal		
GROSS MISCONDUCT	Dismissal			

THIRD PARTY HARASSMENT

Third party harassment occurs when a member of the Diocese of Ely workforce is subjected to harassment by someone who is not part of the Diocesan workforce but who is encountered in connection with work. This includes member of the clergy (both lay and ordained), volunteers, parishioners, suppliers, contractors and

members of the public. Third party harassment of the Diocese of Ely workforce will not be tolerated.

Should a member of the Diocese of Ely workforce be subjected to third party harassment, they are encouraged to report this as soon as possible to Diocesan Secretary or, failing them, the Chair of the EDBF.

Should a person external to the offices of the Diocese of Ely harass a member of our workforce, they will be warned that continued provision of our services and support to them will cease if they were to act in a similar way again. Should their behaviour recur, they will be informed that our service to them will cease. Any criminal acts will be reported to the police, and we will share relevant information relating to the incident with regional and national colleagues to ensure that we maintain a consistent approach to the cessation of our services.

Author: Operations Manager
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