



Complaints Policy: Cambridge University Catholic Association CIO

Introduction

The Cambridge University Catholic Association Charitable Incorporated Organisation (CUCA CIO) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the complainant. It is hoped and expected that the majority of causes of dissatisfaction will be resolved informally through pastoral channels. The complaints procedure details how CUCA CIO will handle formal complaints when pastoral interventions have failed or are not appropriate.

Our policy is:

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

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of CUCA CIO.

Where Complaints Come From

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in CUCA CIO, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should refer to CUCA CIO's internal policy on such matters.



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Confidentiality

All complaint information 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 lies with the Council of CUCA CIO (the Council).

Review

This policy is reviewed regularly and updated as required.



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Complaints Procedure of CUCA CIO

Publicised Contact Details for Complaints:

Written complaints may be sent to CUCA CIO Treasurer, Fisher House, Guildhall Street, Cambridge, CB2 3NH or by e-mail at cuca_treasurer@fisherhouse.org.uk cc'ing admin@fisherhouse.org.uk. Verbal complaints may be made by phone to +44 (0)1223 742192 or in person to any Trustee of CUCA CIO (see www.fisherhouse.org.uk).

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person need to be recorded in the following manner.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to CUCA CIO, e.g. donor, volunteer, sponsor
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the CUCA CIO President or, in the President's absence, to another member of the Council (and references



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to the CUCA CIO President in this context shall include such other member of the Council) within five business days.

On receiving the complaint, the CUCA CIO President records it in the complaints Logbook. If it has not already been resolved, the CUCA CIO President delegates an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

On receipt of the complaint, or subsequently, the CUCA CIO President may determine that the complaint should be addressed to another body or person. This may include, but is not limited to:

- Concerns related to the Safeguarding of children or vulnerable adults, which should be raised with the Safeguarding Administrator of the Diocese of East Anglia, currently:
Rebecca Bretherton: Telephone 07483 237712; Email [easafeguarding@gmail.com](mailto: easafeguarding@gmail.com).
- Allegations of serious criminal misconduct, which should be referred to the police.
- Issues involving members of the University which are more appropriately addressed through a College or University procedure.



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In this circumstance the CUCA CIO President will reply to the complainant, explaining the reasons for their decision to decline to investigate or to postpone investigation pending the outcome of investigations by another body or person.

Once it is completed, the CUCA CIO President will record in the complaints Logbook the outcome of the Stage One process.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at the Council. The request for Council-level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Council may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case, speaking to the complainant and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening but should not otherwise be involved in the handling of the complaint at Stage Two.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Council decides it is appropriate to seek external assistance with the resolution of the



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complaint. In this connection, the Council may, in its discretion, decide to refer all or part of a complaint to an independent third party.

Once it is completed, the CUCA CIO President will record in the complaints Logbook the outcome of the Stage Two process.

External Stage

As CUCA CIO is a charity registered in England, the complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the OSCR can involve itself in can be found on their website at: <https://www.gov.uk/complain-about-charity>.

Variation of the Complaints Procedure

The Council may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example (but without limitation), a complaint about the President or a Council member should not also have the President and/or Council member involved as a person leading or involved in a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.