



Diocese of Leeds  
Safeguarding Resource Pack - Form CaSE 8

**Compliments, Comments and Complaints Procedures**

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| Parish |  |
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We believe that everyone is entitled to courtesy and prompt attention at all times to their needs and wishes.

Our intention in this parish is to work with children, young people and vulnerable adults, their parents and the community and we welcome suggestions on how the Groups within the parish can improve the activities and events they provide.

**How can you make Compliments and Comments?**

We are very happy to receive compliments and comments. You can make them in person or in writing to the Group Leader or to the parish priest - he has the names of the group leaders.

We will ensure that your compliment or comment is passed to the relevant person. We will consider carefully your comments, we will inform you of any decisions that we take as a result of your comment and we will keep a written record of your compliment or comment.

**How can you make Complaints?**

We believe that it is in everybody's interests to take your concerns seriously and to deal with them in a way which respects the confidentiality of all those involved. We also believe that most concerns can be dealt with at a local level, and we will strive to do so as quickly as possible. If you are unhappy about any aspect of the work of a Group in this parish please share your concerns with the Group Leader or the parish priest, either in person or in writing. If this does not have a satisfactory outcome, or if the concern persists, then please discuss them with the Parish Safeguarding Representative.

If your concerns persist, please contact the Diocesan Safeguarding Co-ordinator. If this does not resolve the matter, the Safeguarding Co-ordinator will refer it to the Diocesan Safeguarding Commission. You will be informed of any actions taken as a result of your complaint.

We will keep a written record both of your complaint and of the outcome.

| <b>Contact details</b>             |                                                                                                    |
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| Parish Priest                      |                                                                                                    |
| Parish Safeguarding Representative |                                                                                                    |
| Diocesan Safeguarding Co-ordinator | 0113 2618 059                                                                                      |
|                                    | <a href="mailto:suzanne.mitchell@dioceseofleeds.org.uk">suzanne.mitchell@dioceseofleeds.org.uk</a> |
|                                    | Safeguarding Office<br>62 Headingley Lane<br>Leeds LS6 2BX                                         |