



CARLISLE
DIOCESE

COMPLAINTS PROCEDURE: DIOCESAN SAFEGUARDING ADVISER & TRAINER

CONTEXT

The key role of CDBF (Carlisle Diocesan Board of Finance) staff is to support the Bishops and the parishes in their mission and ministry. Callers should be treated with courtesy and their enquiries/needs dealt with efficiently and effectively. High standards are expected of Staff and those who feel that they have not been treated fairly, or that the service/advice they have been offered is substandard, have the right to raise this in the appropriate quarters.

The CDBF is not responsible for the conduct of clergy or readers. This policy does however cover our contracted professional Diocesan Safeguarding Adviser(s) and our Safeguarding Trainer(s).

POLICY

Where someone wishes to complain about the service that they have received from the Safeguarding Trainer, then they can contact the Safeguarding Adviser.

Where someone wishes to complain about the service that they have received from the Safeguarding Adviser, then they can contact the Diocesan Secretary.

If someone feels their complaint has not been dealt with satisfactorily they should contact the Diocesan Secretary (for the Safeguarding Trainer) & the Bishop of Penrith (for the Safeguarding Adviser).

If The Safeguarding Adviser or Trainer receives a complaint about a member of clergy this will be referred to the Diocesan Secretary and the Bishop's Chaplain. Any details of the complaint given will remain strictly confidential unless they concern the welfare of children, young people or vulnerable adults, when the Safeguarding Adviser may be under a duty to inform a statutory agency.