



Complaints Policy

1. Policy Information

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Version Control and Amendment Log

Version No.	Type of Change	Date
0.1	New draft policy created	12/04/2026
1.0	Policy adopted	29/04/2026

1. Purpose and Scope

- 1.1 This policy sets out how safeguarding-related complaints can be raised, how they will be managed, and what complainants can expect from the GB Province. It applies to all clergy, religious, employees, volunteers, and lay ministers engaged in any form of ministry or pastoral activity. The policy is intended to ensure transparency, accountability, and compliance with the Catholic Safeguarding Standards Agency (CSSA) requirements.

2. Making a Complaint

- 2.1 Members of the public may raise a safeguarding complaint if they have concerns about safeguarding practice, conduct, decision-making, or the handling of a safeguarding matter. Complaints may be made verbally or in writing. Complaints should be directed to:
 - 2.2.1 The Province Safeguarding Lead for matters relating to religious life, community settings, or ministries overseen by the Province; or
 - 2.2.2 The Diocesan Safeguarding Coordinator for matters arising within parish or diocesan contexts.
 - 2.2.3 Contact details for both roles are publicly available on the relevant websites for Institute or diocese as appropriate.

3. Acknowledgement and Initial Review

- 3.1 All complaints will be acknowledged within five working days. The Safeguarding Lead or Coordinator will conduct an initial review to determine:
 - 3.1.1 Whether the matter constitutes a safeguarding complaint
 - 3.1.2 Whether immediate protective action is required
 - 3.1.3 Whether the complaint should be managed locally or escalated to another authority
 - 3.1.4 Where the complaint relates to a criminal matter, the police will be notified without delay.

4. Investigation Process

- 4.1 Complaints will be investigated in a timely, fair, and transparent manner. The investigator may gather written accounts, interview relevant individuals, review documentation, and consult safeguarding standards as required.
- 4.2 The complainant will be kept informed of progress at appropriate stages, unless doing so would compromise the safety of a child or adult at risk, or interfere with statutory processes.

- 4.3** A written response outlining the outcome will normally be provided within 20 working days. Where this is not possible, the complainant will be informed of the revised timeframe and the reason for the delay.

5. Support for Complainants

- 5.1** Complainants may seek independent support from the Religious Life Safeguarding Service (RLSS) or Diocesan Safeguarding (as appropriate) at any stage of the process. The organisation will provide contact details in all complaint-handling correspondence.

6. Escalation and External Review

- 6.1** If a complainant remains dissatisfied with the outcome or handling of their complaint, they may escalate the matter to the Catholic Safeguarding Standards Agency (CSSA). The CSSA acts as the final point of review for safeguarding complaints within the Catholic Church in England and Wales.

9. Record-Keeping and Confidentiality

- 9.1** All complaints, investigations, and outcomes will be recorded securely and retained in accordance with CSSA data-protection and retention requirements. Information will be shared only on a need-to-know basis and in line with statutory safeguarding duties.

10. Non-Compliance

- 10.1** Individuals who fail to complete required training may not undertake ministry or activity involving children or adults at risk. Persistent non-compliance is escalated to Trustees.

Safeguarding Complaint Process

CSSA-Aligned Procedure



Support Available:
Religious Life Safeguarding Service
Diocesan Safeguarding Team



Final Review: Catholic
Safeguarding Standards Agency