



Complaints Procedure

Statement/stance

Christ Church Cathedral Dublin is committed to ensuring anyone interacting and engaging with the Cathedral on any level has the best possible experience. We actively listen and respond to views and (we therefore welcome any positive and negative feedback so we can continue to attain the high level of standards that are expected of the Cathedral and by the Cathedral)

If we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services. To achieve this, we aim to ensure that:

- It is as easy as possible to make a complaint, should the need arise.
- We treat every complaint seriously, whether made by telephone, letter, email or in person.
- We deal with any complaint quickly and politely.
- We respond accordingly – for example, with an explanation or an apology on where we have gotten things wrong and provide information on any action taken to remedy the situation and prevent it happening again.
- We learn from complaints and use them to improve our service and monitor them at Board level.

What to do if you have a Complaint?

If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. He or she will try to resolve it for you there and then or within 5 working days.

If the member of staff can't help, they will explain why and you can then ask for your complaint to be formally investigated.

You can make a formal complaint in any of the ways below:

- You can e mail us at administrator@christchurch.ie
- You can write a letter to us at the following address:



**Christ
Church
Cathedral**
Dublin

The Cathedral of the Holy Trinity
Founded c.1030

Christ Church Cathedral
Christchurch Place,
D08 TF98, Ireland

Tel +353 (01) 677 8099
welcome@christchurch.ie
christchurchcathedral.ie

The CEO
Christ Church Cathedral
Christchurch Place,
D08 TF98, Ireland

In order to assist you with your complaint in as timely a manner as possible, you should include the following information:

- Your name and contact details.
- A brief description of your complaint including as much information as possible including dates and times if applicable.
- A list of your specific concerns starting with most important.
- A clear idea of what you are hoping to achieve (e.g. apology, explanation etc)
- Your preferred contact method (phone, email, post)

It will be helpful to the CEO if you can also include any relevant documentation pertaining to your complaint.

What Next?

We will acknowledge receipt of your complaint within 5 working days and let you know how we intend to deal with it.

We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements such as language difficulties.

We will deal with your complaint in an open and honest way to ensure any future interactions with us do not suffer as a result of making a complaint.

If you are making a complaint on behalf of another person we will need acknowledgment from that person that you are acting on their behalf.



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Resolution

We endeavour to respond investigate and resolve the complaint within 30 working days. If the complaint is more complex and will require longer to investigate and resolve, we will ensure that you are kept informed with regular updates every 30 Days)

Once an investigation has concluded we will contact you via your preferred method of contact and let you know what we have found. If we find that we were at fault we will explain what went wrong and detail the actions that have been put in place to prevent what happened from occurring again.

We will apologise and put right what went wrong. If you have lost out as a result of our mistake we will as best as we can put you back in the position you would have been had it not been for our error.

If we do not succeed in resolving your complaint, you may complain to the Dean of Christ Church Cathedral at dean@christchurch.ie

What we expect from you

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined. We believe that all complainants have the right to be heard, understood and respected.

However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.



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Complaints relating to the treatment, safety, or welfare of Children.

If your concern or complaint involves a child or you have concerns about the treatment or welfare of a child within Christ Church Cathedral or if your concerns relate to the treatment of a child by any member of the Vestry, Board, sub-committee of the Board, Clergy person, staff or volunteer at Christ Church Cathedral please contact the Cathedral's designated liaison person, Paula Hennessy, hr@christchurch.ie or Deputy Designated Liaison Person, Ruth Kenny, ruth.kenny@christchurch.ie.

Policy updated to reflect changes in procedure on 4 th June 2025	Reviewed by the Board on 25 th June 2025	Date of next Board review: June 2028
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