

DIOCESE OF PAISLEY – COMPLAINTS PROCEDURE

How can we help?

We want to know where/when we fall short. This helps us to put things right, learn from the experience and make any improvement deemed necessary. We can help with complaints about anything for which the Diocese has responsibility.

Please note that disclosures of a safeguarding nature have a separate process and should be directed to our Diocesan Safeguarding Advisor at safeguardingadvisor@rcdop.org.uk

How to contact us?

The quickest way to get a response is to contact us by e-mail or letter.

Level 1

Send your observation/complaint to Fr Joe Burke, Vicar General.

If you wish to make a complaint about anything for which the Diocese has responsibility, please write in the first instance to our Vicar General, who will investigate the matter to see if he can resolve it.

Please Contact: **Fr Joe Burke**
Vicar General
R.C. Diocese of Paisley
Diocesan Centre
Cathedral Precincts
Incle St
Paisley
PA1 1HR

Or e-mail him at: vg@rcdop.org.uk

If you are not satisfied with the Diocesan response to your complaint, you may – within 15 days – ask for a review.

Level 2 – ask for a review

If you are unhappy with the reply to your complaint, or the way it was handled, you can ask for a review. Details of how to do this will be included in our response to you. Normally, the review request will be passed to the Bishop who, depending on the nature of the complaint, may in appropriate circumstances:

- Review the complaint himself
- Request a review and recommendation from the Diocesan Complaints Review Team
- Instruct an independent third party to review the matter and make a recommendation.

The Bishop should give an answer within three months.

If, on review, the complaint is deemed to be vexatious or frivolous, the Diocese reserves the right to reject it. A vexatious complaint is one that is pursued solely to harass, annoy or subdue somebody; something that is unreasonable, without foundation, frivolous, repetitive, burdensome or unwarranted.

Please remember that any allegation regarding abuse of a minor or vulnerable person should be made directly to our Diocesan Safeguarding Advisor. This complaints procedure is not designed to deal with such matters.