



## **Complaints Procedure**

The AEC aims to carry out its work to the highest standards. We consider we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure that the work we do remains at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the AEC.

### **If you are not happy with the AEC please tell us**

If you are unhappy about any of the aspect of the AEC's work, please speak to the relevant staff member (including the Executive Director) or contractor or volunteer or trustee to raise an informal complaint and seek an informal resolution.

If you feel an informal approach to the individual concerned is difficult or inappropriate then for members of staff or contractors you should speak to the Executive Director (if your complaint is about the Executive Director, please speak to the Chair), for volunteers (members of the Peer Review Panel or Support Panel) you should speak to the Project Manager, and for trustees you should speak to the Chair (if your complaint is about the Chair, please speak to the Chair of the College of Deans).

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

### **Making a written complaint**

If you are unhappy with the response received and/ or wish to take the matter up more formally, please write to the Executive Director (in respect of staff members or contractors), or the relevant Project Board Chair (for volunteers), or to the Chair (in respect of the trustees). If your complaint is about the Executive Director, please write to the Chair, or about the Chair please write to the Chair of the College of Deans.

All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If, after we have responded, you are not satisfied, please write to the Chair (or the Chair of the College of Deans) who will decide on any further steps to resolve the situation, in consultation with the Executive Committee if appropriate.

### **Courtesy and respect**

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat all dealing with your complaint with the same courtesy, respect and fairness.

### **How to make a complaint**

You can make a formal complaint by email to the relevant person or by post to:

Association of English Cathedrals  
PO Box 53506, London SE19 1ZL