



Malahide Parish

DOCUMENT: Child Protection Service

TITLE: Complaint Policy & Procedure

DATE: 01.06.2023

ISSUED BY: Parish Priest

APPROVED BY: Parish Council

REF. NO: CPS 19

REVISION: 7

1. **PURPOSE**

To ensure that Parish has a relevant Complaints Policy that addresses reported customer dissatisfaction quickly, courteously and effectively and to ensure a fair and equitable resolution to any complaint.

2. **Scope**

This procedure applies to all premises under the control of St Sylvester's Parish.

3. **RESPONSIBILITY**

Implementation: Parish priest

Authority to Change: Parish Pastoral Council

4. **PROCEDURE**

- 4.1 The Parish will establish and maintain a complaints file for each formal complaint together with a full record and all details pertinent to the investigation of the complaint. where a complaint is received by the Parish, it will record the details of this complaint and issue an acknowledgement letter within 5 working days of receipt.
- 4.2 The parish will investigate the complaint as soon as possible and where applicable, the complainant will receive a regular written update on the progress of the investigation at intervals of not more than 20 business days.
- 4.3 Within 5 days of the conclusion of the Parish's investigation of the complaint, the Parish will send a written communication on the outcome of its investigation. This communication shall explain how we arrived at the resolution of the complaint.



5. REVISION

Rev	Date	Comment
0	10.10.13	New
1	24.02.21	Procedural Review
2	01.01.15	Procedural Review
3	01.01.17	Procedural Review
4	01.01.19	Procedural Review
5	24.02.21	Procedural Review
6	01.05.22	Procedural Review
7	01.06.23	Procedural Review