



The East Anglia Roman Catholic Diocesan Trust
Registered Charity no. 278742

COMPLAINTS PROCEDURE

It is the hope and intention of the Trustees of The East Anglia Roman Catholic Diocesan Trust that they will fulfil their duties under the Diocesan Trust Deed, serve the people of the Diocese and thereby advance the Roman Catholic faith.

If, nevertheless, anybody has any complaints about how the objects of the Diocesan Trust Deed are being achieved or how the Roman Catholic faith is being advanced in the Diocese of East Anglia and if such complaints are not dealt with satisfactorily by the Parish Priest or other relevant Diocesan Officer, such complaints should be put in writing and sent to:

Rt Reverend Bishop Alan Hopes
The White House
21 Ugate
Poringland
Norwich
NR14 7SH

Upon receipt of such written complaint it will be acknowledged in writing by the Bishop who will then refer it to the appropriate person whose identity and job title shall be notified to the complainant by the Bishop. That person will then investigate the complaint and provide a full report to the Bishop who will then notify his observations to the complainant. If the complainant is still not satisfied he or she may ask for the complaint to be formally considered at a meeting of Diocesan Trustees following which, the decision of the Trustees will be communicated in writing to the complainant. Details of all complaints dealt with under this procedure shall be notified to the Diocesan Trustees at their next available meeting.