

Complaints Information Guide (Website)

Ely Diocesan Board of Finance (EDBF)

Date: 13 July 2025

Purpose

The Ely Diocesan Board of Finance (EDBF), a registered charity and part of the Church of England, welcomes feedback, including complaints, to help us improve our services to clergy, parishes, staff, and members of the public.

This guide explains how to raise a complaint and what you can expect in response.

What is a Complaint?

A complaint is an expression of dissatisfaction about any aspect of our (the “EDBF’s”) services, staff or operations that requires a response.

How to Raise a Complaint

Before submitting a formal complaint, we would encourage you to try and resolve the issue informally by contacting the person (EDBF employee) directly, or, where appropriate, the relevant Line Manager or team leader. If this is not suitable or fails to resolve the issue, you may wish to submit a formal complaint.

Formal complaints should be submitted in writing, either by post or by email.

Submit Your Complaint:

- By email: complaints@elydiocese.org
- By post: Complaints, C/o Diocesan Secretary, Etheldreda House, Lancaster Way Business Park, 206 Wellington Road, Ely, CB6 3NX

Please include:

- Your name and contact details
- A clear description of the issue and who was involved
- Relevant dates, documents, or correspondence
- The outcome you (the “complainant”) are seeking

What Happens Next?

- We will acknowledge your complaint within 10 working days (2 weeks).
- The Complaint will be assessed and considered by the Diocesan Secretary who will review and assign it to the appropriate person or department, as appropriate.
- We aim to provide a written response within 20 working days (4 weeks).
- In some cases, you may be contacted for further information or clarification.

Our staff follow an internal complaints handling procedure that ensures every concern is treated with professionalism, fairness, and care. This includes how we log, assess, and escalate issues as needed.

If a complaint is complex or requires investigation across departments, you will be notified of any revised response timelines where necessary.

Appeals Process

If you are not satisfied with our response to a formal complaint and wish to appeal, you can request a review by writing to the Chair of the Ely Diocesan Board of Finance.

Appeals should be submitted within 10 working days (2 weeks) of being notified of the original outcome.

You will be advised of where to direct any Appeal when the original complaint outcome is issued.

We are committed to resolving issues fairly, respectfully, and confidentially, in accordance with charity governance and Church of England policies.

Accessibility

If you need this information in a different format (e.g. large print or audio), please inform us at complaints@elydiocese.org or by writing to use at Complaints, C/o Diocesan Secretary, Etheldreda House, Lancaster Way Business Park, 206 Wellington Road, Ely, CB6 3NX.

Confidentiality

We will treat all complaints sensitively and in line with our data protection policies and Church of England safeguarding requirements.

Learning and Improvement

We use complaints and feedback to improve our systems, communication, and service delivery. This supports our duty of accountability and good governance as a registered charity.

We aim to resolve all complaints with compassion, respect, and in a spirit of accountability.

Website link

- <https://www.elydiocese.org/parish-support/privacy-and-data-protection/whistleblowing-and-complaints/>