Canterbury Cathedral

What Happens: Welfare Concerns

Concern: You are concerned about the welfare of someone (staff member, volunteer, visitor, member of congregation)

Emergency/Immediate-Dial 999

Non-emergency: Obtain a Logging a Concern Form from the safeguarding section of SharePoint, the website, a manager, the Cathedral House noticeboard or by using the QR code on safeguarding posters

Record all relevant information about your concern on the form and submit it immediately to the Safeguarding mailbox: safeguarding@canterbury-cathedral.org or the Safeguarding Team in Cathedral House

The Safeguarding Administrator will forward the concern form to the CSO for review within one working day

A Welfare case file is opened in the "secure" Welfare Teams Group using initials only. The Logging Concern form and all related correspondence will be added to this file. A Record of Actions document will be created. Only the CSO, CSL and Administrator have access to this file.

A brief summary of the case and the Record of Actions are added to the "general" area of the Welfare Teams Group that only the members of the Welfare Meetings have access to.

The concern is taken to the Welfare Concerns Meeting for discussion. Decisions are made and actions are agreed. Cases that are resolved are closed.