

ATWC Historic Abuse Complaints Process

Definition of a Historic Complaint:

Where the survivor is no longer a service user of ATWC or its predecessors.

N.B. Complaint involving current staff members are handled according to the Staff Complaints Policy.

The Complaint:

The complaint is referred to the Historic Complaints Facilitator who contacts the survivor.

Meetings and Investigation

The Facilitator meets with the survivor to hear their complaint. The Facilitator writes a report and checks that the survivor is happy with how their story has been recorded.

Considering the Complaint

The Facilitator submits a report with recommendations to a subcommittee of the ATWC Board of Trustees, who consider the complaint and make a response.

Resolution and Outcome

A meeting is offered to tender an apology and, when appropriate offer tangible support

The Facilitator investigates the complaint and requests data from ATWC or the Anglican Church.

If appropriate, a complaint to the police is encouraged.

Lawyers may be consulted.

Board of Trustees notified of the complaint.