

PROCEDURES FOR HANDLING COMPLAINTS AND CONCERNS DIOCESE OF DAVENPORT

Procedures for Handling Complaints and Concerns

- A. Solutions to complaints should be left to the discretion of the dean with the right of appeal to the diocesan bishop or the Council for Conciliation. The respective dean should discourage petitions of any sort since they are counter-productive.
- B. No anonymous phone calls or letters will be accepted.
- C. Phone conversations and letters:
 - 1. Phone conversations expressing concern (health, etc.) for a priest will be investigated by the dean.
 - 2. If a phone call is expressing a complaint the caller will be asked to put the complaint in writing.
 - 3. Letters that express a complaint are always answered. Should the writer expect the dean to investigate the complaint, he/she must give permission to use his/her name or the letter will be returned.
 - 4. The respective dean can meet with the complainant under the following condition: Should the complainant expect the diocesan authorities to consider the complaint, he/she must be willing to have his/her name known to the priest involved.
 - 5. Should the complainant be looking for direction or help with a situation and not voicing a complaint, the name does not need to be revealed.
- D. The preceding guidelines deal with complaints of a more formal nature. Informal observations regarding a parish or priest will be handled at the discretion of the person calling.