

Complaints Policy

General Statement

Cinderford Artspace aims to offer an excellent standard of service. We make every attempt to consult with our service users as to the content and environment of the service we provide. We support people facing barriers to participation, encouraging everyone to feel included on equal terms regardless of gender, race, sexual orientation, age or ability. We foster a culture of participation to enable minor dissatisfactions to be sorted out amicably.

The purpose of this policy is to clarify what is a complaint and to establish a procedure for dealing with it. The policy and procedure for complaints needs to be understood in the context of other Artspace policies: Equal Opportunities; Health and Safety; Child Protection, Vulnerable Adults, Learner Behaviour.

All Artspace staff receive a copy of this policy and will be aware of the need to deal with complaints promptly and with due regard to confidentiality.

Complaints

A complaint may be minor or serious; it may be about:

- the content of a service provided
- the working environment
- attitudes/behaviour of staff or volunteers including bullying, harassment or discrimination.

Responsibilities of Cinderford Artspace

- to take all complaints seriously and deal with them courteously
- to ensure that complaints are recorded and appropriate action taken promptly
- to ensure that all staff receive a copy of this Policy and are familiar with the procedures
- to ensure that service users are aware that there is a complaints procedure

Procedure for Staff

1. Minor Complaints

A minor complaint may take the form of, for example, an expression of dissatisfaction about the state of the working environment, the provision of sufficient equipment/materials etc.

These should be treated courteously as suggestions for improvement and dealt with as soon as possible by the member of staff to whom the complaint is made. If the service user is not satisfied they should be asked whether they wish to make a formal complaint.

2. Serious complaints

- If a complaint is made to a member of staff by a service user, which cannot be resolved as a minor complaint, the person making the complaint should be given a copy of the **Complaints Procedure for Service Users**, and referred to the Manager.
- If the complaint falls within the area of the Child Protection, the procedure set out in our Safeguarding Children Policy will be followed. If the complaints falls within the area of Vulnerable Adults, the procedures set out in our Grievance and Disciplinary Policy will be followed.
- Other complaints will be dealt with according to the **Procedure for Service Users**
- All complaints and action taken will be recorded at the time.
- Complaints which are dealt with satisfactorily by paid staff will be reported to the Board at the next Management Meeting

Complaints Procedure for Artspace Service Users

1. In the first instance your complaint should be made to the member of staff leading the activity in which you are taking part.
2. If the matter cannot be resolved to your satisfaction by the member of staff leading the activity, you will be asked if you wish to make a formal complaint and referred to the Manager.
3. If you wish to make a formal complaint, the details should be recorded on a separate complaint sheet and signed by all parties concerned. This information will be treated in confidence and securely kept. The Artspace Manager will respond in writing within 5 working days. If the Manager is unavailable to meet this dead line, you will be informed by another member of staff and a new deadline set.

If a full response to your complaint cannot be given immediately, you will receive a written report of action taken within a further ten working days of the first response, with a copy which you will be asked to sign and return to Artspace if you feel the matter has been dealt with satisfactorily.
4. If you are not satisfied with the response you receive or the action taken, you have the right to request that your complaint be heard by a panel headed by the Chair of Artspace's Trustees. You will be notified in writing of the date of the panel and given the opportunity to attend or to submit your complaint in writing, or both. The timescale may vary according to the availability of all the necessary parties, but Artspace aims to reach a satisfactory resolution within 30 days of the complaint first being recorded.