

COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

OBJECTIVE

Art at the Heart CIC (AATHCIC) is committed to providing a high-quality service for all of its service users and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we continue to improve our service is by listening and responding to the views of our service users and stakeholders, and in particular by responding positively to complaints, and we will do everything we can to put matters right.

STATEMENT

All compliments and comments will be taken on board and used to evaluate and improve our services. In particular, AATHCIC will ensure that making a complaint is as easy as possible:

- We will treat a complaint as a clear expression of dissatisfaction with our service which calls for a rapid response.
- We will deal with all complaints promptly, politely and, when appropriate, confidentially.
- We will respond in the right way - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken.
- We will learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.
- We will be fair in the way we deal with complaints, treating all complainants in the same way.
- In situations where a complaint cannot be dealt with under this policy the complainant will be directed to the appropriate procedure.

COMPLAINTS

If you are dissatisfied with the service you have received you can register a complaint by writing to us at:

Art at the Heart CIC
8 Kineton Green Road
Solihull
West Midlands
B92 7EA

When writing to us please provide us with the names of all AATHCIC personnel that you have been in contact with regarding your complaint. If you would prefer to be contacted by telephone, please also provide your telephone number, along with convenient day/time for us to call you.

HANDLING INFORMAL COMPLAINTS

AATHCIC recognise that many concerns will be raised informally, often verbally, and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved, but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed (see below).

HANDLING FORMAL COMPLAINTS

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Definition

AATHCIC defines a complaint as any expression of dissatisfaction with AATHCIC, a member of staff or a representative of AATHCIC, products or services that relate to AATHCIC and that requires a formal response.

AATHCIC's responsibility will be to:

- Acknowledge the formal complaint in writing within 7 working days of receiving the complaint.
- Give an indication of how long the investigation into the formal complaint will take. The investigation should not take more than 28 days but we reserve the right to alter this timeline.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.

We ask complainants to:

- Bring their complaint, in writing, to AATHCIC's attention within 8 weeks of the issue arising.
- Explain the problem as clearly and as fully as possible, including any action taken to date.
- Allow AATHCIC a reasonable time to deal with the matter.

We would ask complainants to recognise that some circumstances may be beyond AATHCIC's control.

NB: AATHCIC's commitment is to deal with service users fairly and impartially. However, abusive, offensive or threatening behaviour will not be tolerated and may result in our terminating contact with the customer. Likewise, where a customer whose case is closed persists in

communicating with us regarding the same issue, we may decide to terminate contact unless there is new evidence that affects our decision.

PROCEDURE

AATHCIC operates a two-stage procedure for dealing with complaints:

Stage 1

If you are unable to resolve the issue informally, you should write to AATHCIC at the address above. You should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. You can expect your complaint to be acknowledged within 7 working days of receipt. AATHCIC will endeavour to provide a full response and an explanation within 28 working days, this is to allow time for any investigation required to be carried out.

Stage 2

If you are not satisfied with the response to the complaint then you can write to the Chair of AATHCIC at 8 Kineton Green Road, Solihull, B92 7EA, marking the envelope Private and Confidential to be Opened by Addressee only and ask for your complaint and the response to be reviewed. You can expect the Chair to acknowledge your request within 7 working days of receipt and a response within 21 working days. The Chair's decision is final.

AATHCIC's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

NOTES

This policy is subject to annual review and/or at the discretion of AATHCIC's Executives and/or as required by changes to legislation.