



Junction Arts Complaints and Feedback Policy

Junction Arts aims to provide high quality services which meets your needs. We believe we achieve this most of the time: if we are not getting it right please let us know. In order to ensure our services remain at a high and improving standard we have the following procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

1. Purpose and Definitions

1.1 This policy intends to bring matters of concern to the attention of Junction Arts staff and board, to facilitate the timely investigation and addressing of these concerns. This process also welcomes feedback to help us improve.

1.2 Any person who works with Junction Arts whether participant or professional who is unhappy with the charity, can make a complaint. This might include a participant, parent/carer, partner organisation and the general public.

1.3 To ensure that our complaints and feedback process is fair and transparent and does not discriminate directly or indirectly because of:

- Gender
- Age
- Disability
- Race including ethnicity or nationality
- Religion
- Sexual orientation
- Social economic situation

With the complainant feeling free to complain without fear of reprisals and are treated with courtesy, respect and compassion.

1.4 To ensure fair, consistent and efficient procedures for dealing with complaints.

1.5 To ensure lessons are learnt and the learning improves Junction Arts' service quality and delivery.

1.6 Feedback may be positive or negative; it differs from a complaint in that the person does not require a response. Feedback is given to any member of staff or volunteer as part of quality improvement. Such feedback will not be formally logged.

2. Procedures

Complaint type	Content and method of delivery	Action
Informal	Verbal / Phone / Email <i>Typically: Everyday minor complaint</i>	Member of staff receiving or responsible for the project deals with complaint promptly and politely. Outcome logged and management informed.
Formal, written complaint Escalated complaint	Written letter/email addressed to a manager or trustee. Written complaints about staff. <i>Typically: persistent problems/not resolved by staff/high levels of dissatisfaction</i>	Complaint logged and manager responsible for responding to complainant promptly and politely. Investigation into complaints against staff. Trustees notified. Follow Junction Arts Grievance policy and procedures in Employee Handbook

We aim to resolve all difficulties in a prompt, friendly and professional manner and, where possible, to the complainant's satisfaction, in accordance with these procedures.

2.1 Where possible we aim to deal with all complaints under Stage 1 (below) informal procedure.

2.2 Throughout the process, the person complaining may have a friend or family member accompany them at any or all meetings.

2.3 Any complaints regarding safeguarding or child protection will revert to procedures outlined in our safeguarding policy.

2.4 Anonymous complaints will not receive a response or investigation.

2.5 The privacy and confidentiality of the complainant will be respected. If disclosure is necessary to progress a complaint, the complainant will be notified in advance.

2.6 Where complaints cannot be resolved to the satisfaction of the complainant, full responses will be given justifying Junction Arts' decision and the appeal process made available.

2.7 Where complainants are unable to write a formal complaint for whatever reason, assistance will be provided.

2.8 Separate procedures exist for the following:

- Disclosures of harm, harassment, bullying, abuse and neglect – Safeguarding and child protection policy
- 'In-house' complaints and grievances – see section 12 Employee Handbook

3. Informal Complaints Procedure (Stage 1)

Complaints will be responded to by the member of staff receiving the complaint or passed on to the project co-ordinator responsible.

The interaction will be recorded in writing and kept securely and confidentially by Junction Arts.

Complainants will be offered a meeting in person if necessary.

4. Formal Complaints Procedures (Stage 2)

If the person is not satisfied with the outcome of Stage one they or a representative should write to the Managing Director (or Chair of Trustees if the complaint is regarding the Managing Director).

Junction Arts
West Studios
Sheffield Road
Chesterfield
S40 7LL

Info@junctionarts.org

All formal complaints will be forwarded to the Managing Director. In the case where the complaint is regarding the Managing Director, the complaint is sent to the Chair of Trustees. They will then begin an investigation.

Receipt of letter/email will normally be acknowledged in writing within 10 working days accompanied by a copy of the complaints procedure.

Within 20 working days of receiving a complaint, Junction Arts will provide the complainant with the outcome of the investigation in an email or signed letter.

Where a complaint is not upheld, reasons will be given as to why this is. Where a complaint is upheld or partially upheld, a statement outlining the remedial action and timescale for implantation will be provided. Trustees will be notified by the Managing Director of any formal complaints and the outcome.

The complaint and all letters and documents relating to it will be kept securely and confidentially by Junction Arts.

5. Serious Complaints

All serious complaints should be reported to the Board of Trustees immediately together with a short summary of the action being taken, including referral for consideration under separate policies. Serious complaints are those that relate to: allegations of abuse by staff, malpractice, illegal activity.

6. Appeal

If at Stage 1 and Stage 2 the complainant feels that the problem has not been satisfactorily resolved they can formally request an appeal in writing. Any appeal is reviewed at Board level and a response will be provided within one month of an appeal. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

7. Complaints Closure

Junction Arts will deem a complaint closed after 10 working days of our response whether informal or formal if instruction further action is not received.

This policy is to be updated every two years.

Written October 2020