



Compliments, comments and complaints

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Policy and Procedure

Arc aims to provide high quality services that meet our service users and partners' needs. We aim to achieve this at all times: if we are getting it right, we would be delighted if you would let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure that allows you to let us know if you are not 100% satisfied with any matter relating to the services we provide.

This compliments, comments and complaints policy lays out the process to follow.

Compliments Procedure

If you would like to make a written compliment please address it to:

Arts for Recovery in the Community

Hat Works, Wellington Mill, Wellington Rd South, Stockport SK3 0EU

Alternatively, you can send your compliment by email to: feedback@arc-centre.org

Please include your contact details, so that an email / letter or telephone call can be made in response to and to thank you for your compliment.

Comments Procedure

If you would like to make a suggestion please address it to the relevant employee or the Lead Officer to the same details above. Or place your written suggestion in the suggestion box provided in the main office.

If you prefer to speak to someone about giving a compliment or making a comment, please speak to the staff member responsible for the area of work or the Lead Officer.

Complaints Procedure

We will do our best to respect your privacy however, depending on the severity of what is raised, we may need to escalate and disclose certain information to the appropriate bodies and others in the organisation.

Making a Verbal Complaint

You must make your complaint within 28 days of the matter arising that causes your complaint.

- If you are unhappy with an individual member of staff, it is usually resolved more quickly if you speak with him or her directly about your concerns. If you feel this is difficult or inappropriate, please speak to the staff member's manager or the Lead Officer.
- If you are unhappy about a service provided by us, please speak to the relevant staff member, manager or Lead Officer.
- We will aim to give you a response straight away, where possible.
- When the matter is more complicated we will give you an initial response within 5 working days.
- In the event of our needing to undertake further enquiries into the matter, we will give you a response within 15 working days.

Making a Written Complaint

You must make your complaint within 28 days of the matter arising that causes your complaint to the above address. If you prefer, you can email to: feedback@arc-centre.org

- If you are not satisfied with our response or wish to raise the matter more formally, please put your complaint in writing to the Lead Officer. (If your complaint is about the Lead Officer, please write to the Chair.)
- All written complaints will be logged. You will receive a written acknowledgement within 5 working days.
- Your complaint will be investigated and you will receive a reply within 15 working days, and, where appropriate, you will be informed about how the problem will be addressed. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
- We will then keep you informed about progress every 15 working days.
- If you are not satisfied with our response, please write to the Lead Officer or the Chair explaining your outstanding concerns. The timetable, as set out above, will continue to apply.
- If the complaint cannot be resolved, the Chair will report the matter at the next Board of Trustees, which will decide on any further steps, as necessary.
- You will receive a response, in writing, from the Board of Trustees within 15 working days of its meeting. This response will be final.

We will always respect your privacy and any comments you make about our services will be dealt with in confidence and in accordance with current Data Protection legislation.