

**Complaints Policy & Procedures, Revoluton Arts CIC**

Revoluton Arts CIC is committed to working in an open and accountable way that builds the trust and respect of everyone that we work with. We take complaints very seriously and we treat them as an opportunity to learn and improve. We value all feedback and people who contact us about their problems, concerns or worries are taken seriously and have their complaints addressed in a thorough and timely manner.

**People and Responsibilities**

The CEO/Creative Director has overall responsibility for ensuring that complaints are handled appropriately. They are supported in this role by the Executive Director and where appropriate, the Board of Directors.

In most cases, complaints will be dealt with by the member of staff that is most directly involved in the activities that the complaint relates to. They will work with the complainant and the staff member involved with the aim of ensuring that the situation is resolved promptly and to the satisfaction of all parties. On occasion this may require involvement from the line manager of person involved and/or the Senior Management Team. Complaints relating directly to a member of Revoluton Arts CIC staff will always be dealt with by the Senior Management Team or, if required, the Board of Directors.

**Overview**

Our complaints process supports a quick and satisfactory solution, and we aim to:

* Ensure that making a complaint an easy process, considering different ways of preferred communication.
* treat complainants promptly, politely, and, where appropriate, confidentially.
* investigate the complaint fully and impartially.
* respond to the complainant within a reasonable timescale.
* provide clear information and support both to the complainant and to any staff member that is the subject of a complaint.
* provide details on escalating the process should the complaint not be resolved to the complainant’s satisfaction.

**Complaints Procedure**

***Making a complaint***

Making a complaint is simple and you can contact us in whichever way is more convenient for you:

* By email: to info@revolutonarts.com
* By post: Revoluton Arts, Marsh House Community Centre, Bramingham Road, Luton, LU3 2SR.
* By phone: please call on 01582 345560, If there is no answer, you can leave us a message and a contact number, and someone will return your call.

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

***Complaint details***

To ensure we deal with your complaint promptly and accurately we will need to know:

* Exactly what the problem is and how it has occurred – give as much information as possible including dates, location and details of those involved including any witnesses
* How it has affected you
* What you consider should be done to put the matter right

The details of all complaints will be treated in line with our Privacy Policy.

***Procedure***

1. Complaint

We will acknowledge your complaint within five working days of receipt. We will record your complaint, give you a copy of this policy and agree the best way and time to get back in contact with you.

1. Investigation

The complaint will be investigated thoroughly and fairly to establish the facts of the case. This will include a review all relevant evidence and might include speaking to any individuals complained about as well as the complainant and any third parties involved. If the complaint is about a member of staff or contractor, they will be informed of the complaint and be offered their chance to comment.

The results of all investigations will be reviewed by a member of the Senior Management Team before the complainant is responded to.

1. Response

We endeavour to respond fully and conclusively to all complaints within one calendar month of our acknowledgement; if we think it will take longer, we will let you know. Whether the complaint is justified or not, our reply will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken because of the complaint.

1. Appeal

If you remain dissatisfied with the outcome of the investigation you may seek an appeal to the Board of Directors. Your appeal must be received within 10 working days from the date you were notified of the outcome of the investigation.

The Board of Directors may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint in the first instance. The person who dealt with the original complaint will be kept informed of what is happening. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The decision taken at this stage is final, unless the Board of Directors decides it is appropriate to seek external assistance with resolution.

1. Escalation

We aim to resolve your complaint in an honest, open and satisfactory way. However if after going through all the stages of our Complaints Procedure above you do not feel completely satisfied by our response then you can contact the CIC Regulator at Companies House via:

Post: CIC Regulator, 1st Floor, Companies House, Crown Way, Cardiff, CF14 3UZ

Email: cicregulator@companieshouse.gov.uk

24-hour voicemail service 029 2150 7420

***Variation of the Complaints Procedure***

The Senior Management Team and/or Board of Directors may vary the procedure for good reason. This may be necessary to avoid a conflict of interests or in the absence of key members of staff.

There may be rare occasions when we chose not to respond to address complaint at all. These include:

* When someone unreasonably pursues a complaint that we have already responded to.
* When a complainant is being obviously abusive, prejudiced or offensive in their manner.
* When a complainant is harassing a staff member.
* When a complaint is incoherent or illegible.

We will always inform a complainant if we have chosen not to respond to their complaint.

**Monitoring Complaints**

All complaints will be reported to our Board of Directors and kept on file for 24 months

The policy will be reviewed annually by the Board of Directors.

Date of latest review: 15 March 2023