

Complaints and Grievances

Introduction

In the event of any complaint by employees, volunteers, users, visitors or any other person Nuneaton Arts CIO will investigate the complaint in a timely and efficient manner and respond appropriately to the complainant. If the complaint has health and safety implications these will also be dealt with promptly under the health and safety policy

Responsibilities

The Chairman or Vice-Chairman will normally deal with complaints on a day-to-day basis, reporting any complaints and the actions taken to resolve them to the Trustees at the next regular meeting. In the event the complaint relates to the actions of the Chairman or Vice Chairman then the complaint will be dealt with by the Vice Chairman or Chairman initially, but with the involvement of other Trustees as appropriate.

Complaints procedure

All complaints will be recorded on the standard Complaint Form. Complaint forms are numbered and dated, and form the front sheet of the individual complaint file, which also contains any correspondence and other documentation.

The Trustee or Manager receiving the complaint records it. This is then passed to the Chairman or Vice Chairman within 48 hours.

The Chairman or Vice Chairman investigates the complaint, speaking to anyone who witnessed the event or can offer any insight into the occurrence.

The Chairman or Vice Chairman responds to the complaint in an appropriate manner. If the complaint was verbal then a verbal response may be adequate. If the complaint was in writing, or if a verbal response is not considered adequate, then a written response will be made. The deadline for response is 14 days from the complaint being made.

If the complainant is not satisfied with the response then the Chairman or Vice Chairman will make additional efforts to resolve the complaint to the satisfaction of the complainant. In the event the complainant remains unsatisfied he/she has the right to ask for the complaint to be considered by the Trustee Board.

Complaints will form a standing item on the Trustee Board meeting agenda, and the complaints file will be discussed at each meeting.

If the complaint raises any health and safety issues, or any other matters which might cause risk to anyone, then the complaint must be passed to the responsible Trustee or Manager without delay. That Trustee or Manager must then take appropriate action to remedy the issue immediately.

Grievances

Grievances by staff or volunteers will be treated in exactly the same manner as Complaints, and will follow the procedure outlined above