



## **Comments and Complaints Policy & Procedure**

### Introduction

Pop Arts (hereinafter referred to as the Organisation) is committed to providing its members and service users with the best possible services which meet their needs, and to ensuring that they are treated fairly and with respect.

Comments and complaints provide feedback about what our members and service users think of our services and this feedback will be used to assist the Organisation in continually improving its services.

### Comments

A comment is defined as being an idea, suggestion or opinion on how the Organisation could improve its services.

If an individual wants to make a comment on the Organisation's work, this may be done either verbally or in writing.

If an individual wants a verbal comment to be dealt with in accordance with this Policy, rather than being seen as an informal matter, this must be made clear at the time the comment is being made.

When a comment is received it will be tracked and responded to within ten working days. The reply will include details of any action which the Organisation is to take as a result of the comment.

### Complaints

Operational issues should be dealt with in the first instance informally by the Project Co-ordinator wherever possible. If an individual has an issue which is not resolved informally they may make a formal complaint.

A complaint is defined as being any expression of dissatisfaction with the service that the Organisation provides, whether it is justified or not.

If an individual wants to make a complaint about the Organisation's work, this must be done in writing and the complaint should be sent to the the Chair of the Trustee Board, at Pop Arts, 26 Wynnstay Street, Liverpool, L8 3UH and mark the envelope 'Private and Confidential'.

When a complaint is received, it will be recorded by the Chair of Trustees to ensure it is tracked and responded to within ten working days.

The process for dealing with complaints is:

The Chair of Trustees will acknowledge receipt of the complaint in writing within ten working days and advise the complainant of the date by which they will be sent a written response.

The timescale for responding to the complainant will depend on the nature of the complaint and scale of the resultant investigation into the circumstances which led to the complaint being made.

The Chair of Trustees will keep the complainant informed of progress if a response to the complaint cannot be made within the timescales which were originally set. They will arrange for an investigation into the circumstances which led to the complaint being made. Once the investigation is complete the Chair of the Trustee Board will write to the complainant.

This response will, when appropriate, offer an apology and / or a solution to resolve the complaint. This letter will also advise the complainant of their right to appeal against any decision made, and who they should contact to escalate the complaint to the next stage in the procedure.

An appeal may be made to the Vice Chair and they will review whether the complaint has been handled in a fair and reasonable manner. If it is found to be so, the original decision will be upheld.

If the Vice Chair of Trustees deems that the complaint was not handled in a fair and reasonable manner they may, with the assistance of another trustee or member of staff not involved in the original investigation, reinvestigate the complaint. The response will, when appropriate, offer an apology and / or a solution to resolve the complaint.

### Monitoring

A report on Comments or Complaints received during the previous three months will be presented to Pop Arts Board of Trustees on a quarterly basis.