

# DoorstepArts.co.uk

WE ALL MAKE THE STORY HAPPEN

## Complaints Policy

## What is a complaint?

It is defined as someone letting us know they are unhappy with:

- the quality and/or standard of service provided
- the quality of information and/or advice given
- Doorstep Art's failure to comply with procedures, rules, statutory obligation or published service standards

## Making a complaint

A complaint can be made by:

- email: [admin@doorsteparts.co.uk](mailto:admin@doorsteparts.co.uk)
- by telephone 01803 558811
- letter (addressed to Erin Walcon, Co-Director, Doorstep Arts CiC, 4 Palace Av, Paignton, TQ3 3HA)
- Face-to-face at our office

To help us deal with a complaint effectively the person needs to tell us:

- What the problem is
- How and when it occurred
- How it has affected them
- What they would like us to do to put things right

## Complaints Procedure

### Stage 1

- Complaints will be acknowledged within five working days of receipt
- The issues raised will be considered by the Director and/or Advisory Board
- The Director will aim to respond and resolve the complaint no later than 10 working days after receipt
- The response will include details of what the person can do if they remain unhappy with the response
- Sometimes the service area may not be able to respond within the 10 working day timescale. In these cases the timescale may be extended by an additional 10 working days and the customer will be informed

### Stage 2

- If a person is unhappy with the response they have received at Stage 1 they should let the Director know within 30 working days of the date of the response what issues they are dissatisfied with and what Doorstep Arts can do to put things right
- Complaints will be acknowledged within five working days of receipt
- The Director will carry out an investigation
- The Director will review all investigations and respond to the person no later than 30 working days after receiving the Stage 2 request

- The response letter will include details of what the person can do next if they are still dissatisfied with the outcome
- If the response cannot be sent within 30 working days the person will be informed of the date when they can expect a response and the reason for the delay

Most complaints will be dealt with and resolved at Stage 1 but sometimes it will be appropriate for the complaint to go straight to Stage 2 of the Complaints Procedure. If this is the case, the person will be notified

### **Complaints about services delivered through partnership arrangements**

Partnerships are responsible for dealing with complaints relating to a service they are delivering on behalf of or together with Doorstep Arts. Doorstep Arts will ensure that complaints which fall within this category are forwarded to the relevant partnership.

If a complaint relates to a service which a partnership is providing on behalf of Doorstep Arts, and once a complaint has been through the partnership's complaints procedure, a person may refer the matter to the Doorstep Arts Co-Directors, within 30 working days of the date of the partnership's last response, who may consider the issues raised and take any relevant action.

### **Equalities**

Doorstep Arts is committed to encouraging feedback from everyone and will respect and cater for differences in age, gender, race, culture, religion, language, literacy, disability or sexual orientation.

Doorstep Arts will treat everyone fairly. We will help those who need it and try to make arrangements so that everyone has an equal chance to tell us what they think in a way that is easy for them.

Where possible officers will arrange translation or interpretation services if requested.

***Revised March 2019***