

# Community Creative

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## Complaints Policy

A complaint is defined as 'any dissatisfaction expressed verbally or in writing by a customer'. The customer is a member of the public, learner or an organisation with whom Community Creative holds a contract.

Regular analysis of complaints received and actions taken to address them will enable Community Creative to develop and improve.

### Informal Stage

Matters should normally be raised promptly and directly with the appropriate member of staff. If they cannot be resolved then a formal complaint may be made.

### Formal Stage

The complaint must be made in writing to the Programme Manager within one month of the incident in question.

Upon receipt of a formal complaint:

1. A letter of acknowledgement will be sent to the complainant within five working days.
2. The Programme Manager will initiate an investigation and take all steps necessary to deal with the complaint. A full written response, setting out any action taken or proposed, will be sent to the complainant within ten working days. In the event that a response cannot be issued within ten days, an interim response will be made offering a reason for the delay and making reference to the revised timescale.
3. The complainant will be sent a response form which will allow her/him to state whether or not s/he is satisfied with the outcome.
4. A Director from Community Creative will consider any complaint where the complainant is dissatisfied with the final response.
5. An independent body will consider any complaint where the complainant has exhausted Community Creative's procedures and is still dissatisfied.
6. A record of all action taken and copies of correspondence will be kept on file.

No customer will be treated less favourably as a result of making a complaint.

Dated 1<sup>st</sup> June 2009

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