



## **Accessible Arts & Media (AAM) Complaints Policy**

**February 2018**

**Designated Person:** Rose Kent, Creative Director

### **Contents**

<b>1)</b>	<b>Overview</b>	<b>Page 2</b>
<b>2)</b>	<b>How to make a complaint</b>	<b>Page 2 - 3</b>
<b>3)</b>	<b>Contact Details</b>	<b>Page 3</b>
<b>4)</b>	<b>Monitoring and reviewing</b>	<b>Page 3</b>
<b>5)</b>	<b><i>Appendix 1: Written Complaints Form (to be completed by Complainant)</i></b>	<b><i>Page 5 - 6</i></b>
<b>6)</b>	<b><i>Appendix 2: Guidance and Complaints Procedure for AAM staff (please request separate sheet)</i></b>	

## **Accessible Arts & Media (AAM) Complaints Policy**

### **1) Overview**

- 1.1 AAM aims to provide its users, organisations and individuals with the best possible service. We positively welcome suggestions you may have for how we can improve our service and our fundraising activities. Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services or people who come into contact with our fundraising activities feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition.
- 1.2 This policy has been drawn up to:
- provide a fair complaints procedure that is easy to use;
  - publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
  - make sure that everyone at AAM knows what to do is a complaint is received;
  - make sure all complaints are investigated fairly and in a timely way;
  - make sure all complaints are, wherever possible, resolved and that relationships are repaired
  - gather information to help AAM improve what we do
- 1.3 Complaints may come from service users, their families and carers, staff and volunteers, partners, funders, donors and commissioners and other stakeholders.
- 1.4 **Confidentiality**  
All complaint information will be handled sensitively, telling only those who need to know and following AAM's Data Protection requirements.
- 1.5 **Responsibility**  
Overall responsibility for this policy and its implementation lies with the AAM Board of Trustees.

### **2) How to make a complaint**

#### **2.1 Making an Informal or verbal complaint**

- 2.1.1 In the first instance, AAM would suggest making a verbal complaint either in person or by telephone to the designated person (AAM Creative Director) who will try to resolve the issue informally. If the designated person is not available please refer your complaint to a member of the AAM staff team. If the complaint is about the designated person please refer your complaint to the Chair of Trustees. For contact details see section 3.
- 2.1.2 The designated person shall investigate the complaint and inform the complainant of the result of the investigation, and any corrective action taken – normally within 14 days.
- 2.1.3 If the complaint is serious, or you are not satisfied after raising it with the designated person, you should make a formal complaint.

#### **2.2 Making a formal or written complaint**

- 2.2.1 Your complaint should be made in writing, marked "Private & Confidential", and sent to the designated person or Chair of Trustees. Refer to appendix 1 for a Complaints Form that can be used for this purpose. Remember to keep a copy of your letter or e mail. If you need help in doing this please ask another member of the AAM team.
- 2.2.2 The designated person shall investigate the complaint and inform the complainant of the result of the investigation, and any corrective action taken – normally within 21 days.
- 2.2.3 You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to the AAM Trustee Board who will undertake further enquiries and report the

decision to the complainant – normally within 30 days and produce recommendations for the Trustee Board.

- 2.6 The Trustee Board will take a final decision on the complaint.
- 2.7 All complaints and positive feedback will be fully recorded and a written record will be retained of complaints.
- 2.8 If you are not satisfied with the Board’s decision you can request contact details to refer the issue to the Commissioners of the AAM project or service (for example City of York Council) or alternatively you can contact the Charity Commission if you have a serious concern that you don’t feel has been addressed.

If your complaint is regarding AAM’s fundraising practice and you are not satisfied with the Board’s decision, you can contact the Fundraising Regulator.

**3) Contact details**

<b>Designated Person</b> Rose Kent AAM Creative Director Sanderson House Bramham Road, York, YO26 5AR Email: <a href="mailto:rose.kent@aamedia.org.uk">rose.kent@aamedia.org.uk</a> Tel: 01904 626965	<b>Chair of Trustees</b> Accessible Arts & Media Sanderson House Bramham Road, York, YO26 5AR  <b><i>NB Please do this in writing clearly marking the envelope ‘Private and Confidential’</i></b>
<b>Fundraising Regulator</b> 2nd floor CAN Mezzanine Building 49-51 East Road London, N1 6AH	Email: <a href="mailto:enquiries@fundraisingregulator.org.uk">enquiries@fundraisingregulator.org.uk</a> Tel: 0300 999 3407

**4) Monitoring and Reviewing of Complaints Policy.**

The policy will be reviewed by the Board of Trustee every other year.

**Date approved:** Feb 2018

**Next review date:** Feb 2020

**Signed by:**

**Position:**

**APPENDIX 2: Written Complaints From to be Completed by Complainant**

**Accessible Arts & Media Complaints Form**

To proceed with a complaint please complete this form and return to the Managing Director of AAM. This form will enable the complaint to be dealt with appropriately.

**Your name:**

**Your contact telephone number:**

**Your e-mail address:**

**Your Address:**

**Postcode:**

**Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.**

**Date & Time Incident Occurred:**

**Please give details of your complaint, stating names of staff or volunteers wherever possible. Please continue on a separate sheet if necessary**

**If you have already spoken to the staff member regarding your complaint please give the name of staff:**

**What do you think should be done to put things right?**

Please note that in investigating your complaint AAM may be require to provide any named person/s with details of the complaint so as to give them a fair opportunity to respond.

<b>Your signature:</b>	
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<b>Date:</b>	
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<b>AAM Contact Details/ Where to Send Your Complaint</b>
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<b>Designated Person:</b> Rose Kent AAM Creative Director Sanderson House Bramham Road, York, YO26 5AR  Email: <a href="mailto:rose.kent@aamedia.org.uk">rose.kent@aamedia.org.uk</a> Tel: 01904 626965	<b>Chair of Trustees:</b> Accessible Arts & Media Sanderson House Bramham Road, York, YO26 5AR  <b>NB Please do this in writing clearly marking the envelope 'Private and Confidential'</b>
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**For Office Use Only**

**Date Received:**

**Date Outcome of investigation  
Communicated to complainant:**

**Outcome of the complaint:**

**Creative Director Signature:**

**Date:**