

## ARTC

### COMPLIMENTS AND COMPLAINTS POLICY

#### Our aim

ARTC is committed to working in an open and accountable way that builds trust and respect by listening and responding to the views of our members and, in particular, by responding positively to complaints.

Therefore, we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction which calls for a timely response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- we learn from complaints and use them to improve.

A complaint is defined as any expression of dissatisfaction however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. The complaints procedure is intended to ensure that all complaints are handled fairly, consistently and, wherever possible, resolved to the complainant's satisfaction. The policy is also designed to give guidance to committee members and manage expectations on how a complaint can be dealt with.

#### Responsibilities

Our responsibility will be to:

- signpost the member to this policy on the website so that they can fully understand the process
- acknowledge a formal complaint in writing by responding to the complainant
- deal reasonably and sensitively with the complaint
- take action to establish the facts where appropriate
- refer to any correspondence at committee meetings

Our timeline of response will be:

We will acknowledge receipt of the complaint within 7 days of receipt.

We will investigate the complaint within 3 weeks of the original complaint being received.

We will provide a written response to your complaint within 4 weeks.

A complainant's responsibility is to:

- bring their complaint, in writing, to the Chair or Secretary's attention normally within 4 weeks of the issue arising.
- explain the problem as clearly and as fully as possible.
- allow the Chair/Secretary a reasonable time to deal with the matter.
- recognise that approaching a committee member is only the first step in this process and that resolving any queries will require the complainant to be accountable for their comments
- understand that individual committee members will refer the complainants concerns to the Chair or Secretary whether they are made verbally or in writing.

#### Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure and maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant and permission will be sought to refer to their written complaint.

This policy will be reviewed on 11.11.24

Signed ..... Chair

Signed.....Secretary