



COMPLAINTS PROCEDURE

Arts and Minds aims to provide its participants and other stakeholders with a high quality service. However, we recognised that occasionally there may be circumstances in which our participants feel that the quality or level of service provided falls short of what they could reasonably expect.

Arts and Minds defines a complaint as *an expression of dissatisfaction above action taken or lack of action taken*. If you are unsure whether you have a concern or a complaint, we recommend that you err on the side of caution and treat it as a complaint, so that we can respond accordingly.

We take complaints seriously and are committed to treating all complaints in an efficient, sensitive and fair manner. We regard feedback (including complaints) as a source of learning and improvement. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if, for any reason, you are not satisfied with your dealings with the charity. If you are NOT happy about any of Arts and Minds' services, please follow the complaints procedure detailed below.

Complaints procedure:

Complaints should be made either in person, or by telephone, email or post, to the relevant staff member (as detailed on the following page). You will be required to give your name and contact details. *We are unable to investigate anonymous complaints.*

All complaints will be logged. You will receive written acknowledgement within five working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered. If, after we have responded, you are not satisfied, please write to the Chair of Trustees who will report the matter to the next meeting of the Trustees, who will decide on any further steps to resolve the situation.

Finally, please also let us know when you are happy with Arts and Minds' services by email us: admin@artsandminds.org.uk

Please see the following page for contact details for all complaints.



If you have a complaint, contact:

Please ensure all emails are marked 'confidential complaint'

1. In the case of general complaints about an Arts and Minds' programme, please contact our **Programme Manager**:
admin@artsandminds.org.uk
07803 300135

If the problem cannot be resolved by a Programme Manager, they must pass on details of the complaint to the Charity Director, who will investigate and aim to resolve the issue.

2. If your complaint is regarding a member of staff, either employee or freelancer, please contact our **Charity Director**:
emily@artsandminds.org.uk
07783 756910

If the problem cannot be resolved by the Charity Director, they must pass on details of the complaint to the Chair of Trustees, who will investigate and aim to resolve the issue.

3. If the complaint is regarding the Charity Director, please contact the **Chair of Trustees**:
Helen McCallum
helenmccallum@live.co.uk
07970 132812

All complaints must be made in writing and sent either by post or email to the appropriate member of staff, as detailed above. If you wish to submit your complaint by post, please address to the appropriate member of staff, make 'confidential' and post to Arts and Minds: Arts and Minds, Cambridge Junction, Clifton Way, Cambridge, CB1 7GX.

All staff (employees and freelancers) will be informed of the procedures to follow in the event of a complaint.

This policy will be reviewed every two years by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.