



Complaints Procedure Policy

Arts In Action CIC &

Arts in Action : Education

- **Organisation:** Arts in Action CIC
 - 5 Shawe Avenue , CV100EL.

1. Purpose of this Policy

- Arts in Action CIC is committed to providing a high-quality, inclusive, and supportive environment for all participants, families, staff, and partners.
- We welcome feedback and take all complaints seriously. This procedure outlines how concerns and complaints can be raised and how they will be managed fairly, transparently, and in a timely manner.

2. What is a Complaint?

- A complaint is any expression of dissatisfaction about:
- The quality of teaching, sessions, or services
- Staff or volunteer conduct
- Communication or organisation
- Health and safety concerns
- Any aspect of Arts in Action CIC provision
- This policy does **not** replace safeguarding procedures. Any safeguarding concerns must be reported immediately following the Safeguarding Policy.

3. Principles

- We aim to ensure that all complaints are:
- Taken seriously and treated with respect
- Handled promptly and fairly
- Dealt with confidentially where appropriate
- Used as an opportunity to improve services

4. Informal Resolution (Stage 1)

- Where possible, concerns should first be raised informally:
- Speak to a member of staff or the session lead
- Email or message the organisation
- Most issues can be resolved quickly at this stage.
- **Response time:** Within 5 working days

5. Formal Complaint (Stage 2)

If the issue is not resolved informally, a formal complaint can be submitted.

How to make a formal complaint:

- In writing (email or letter)
- Include:
 - Your name and contact details
 - Details of the complaint
 - Dates/times (if relevant)
 - Any supporting evidence
 - What outcome you are seeking
- **Send to:**
Heidi Pendergrast
Email: Heidi@artsinaction.co.uk

What will happen next:

- A written acknowledgement will be sent within **5 working days**
- The complaint will be investigated
- You may be contacted for further information
- A written response will be provided within **10–15 working days**

6. Review / Appeal (Stage 3)

- If you are not satisfied with the outcome:
- You may request a review of the complaint
- This will be carried out by a senior member of staff, other director, or independent advisor where appropriate
- **Response time:** Within 15 working days

7. Recording Complaints

- All formal complaints will be:
- Logged and recorded securely

- Monitored for patterns or recurring issues
- Used to improve policies and practice

8. Confidentiality

- Complaints will be handled sensitively and confidentially. Information will only be shared where necessary to investigate or where required by law (e.g. safeguarding concerns).

9. Vexatious or Unreasonable Complaints

- Arts in Action CIC reserves the right to:
- Limit or cease communication where complaints are persistently unreasonable or abusive or are covered under the terms and conditions signed at joining.
- Manage such cases in line with organisational policies

10. Safeguarding

- If a complaint relates to a safeguarding concern:
- It will be dealt with under the Safeguarding Policy
- Appropriate external agencies may be contacted

11. External Escalation

- If a complainant remains dissatisfied, they may seek independent advice or escalate to relevant bodies where appropriate (e.g. local authority, funding body, or regulatory organisation depending on the nature of the complaint).

12. Monitoring and Review

- This policy will be reviewed annually to ensure it remains effective and compliant with UK best practice.
- **Signed:** Heidi Pendergrast
Director, Arts in Action CIC

Updates to Policies : Last updated April 2025.

- These policies may change from time to time as we grow and adapt.
- The latest version will always be published on our website and given out to parents.
- If major changes are made, we'll notify parents and carers by email or send the link on WhatsApp.

