

The Cultural Partnership: more arts.

Charitable Incorporated Organisation No.1154785

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| P&P No: | P&P/ma012 |
| P&P TITLE: | HANDLING COMPLAINTS |
| APPLICABLE TO: | TrusteesContractorsVolunteersShop ArtistsContracted Artists |
| BACKGROUND: | A fair, clear and effective complaints management system is a proven way of maintaining and building relationships with the people on whom the charity depends. Everyone involved with The Cultural Partnership: ‘more arts.’ should know what to do if a complaint is received.Handling complaints well:1. Demonstrates a commitment to stakeholders.
2. Demonstrates a commitment to providing the best possible service.
3. Helps to find out about things that have gone wrong so that they can be fixed.
4. Helps to prevent things going wrong again in future, and helps the organisation improve.
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| P&P DETAIL: | 1. **A complaint is any expression of dissatisfaction, whether perceived to be justified or not, about any aspect of The Cultural Partnership: ‘more arts.’**
2. **Complaints may come from within the organisation, or from members of the public who have dealings with the organisation.**
3. **A complaint can be received verbally, by phone, by email or in writing.**
4. **All complaint information will be handled confidentially and sensitively, telling only those who need to know and following any relevant data protection requirements.**
5. **Overall responsibility for this policy and its implementation lies with the Trustees.**
6. **All complaints should be referred to the Chair, who will reply in writing within 14 days, following any investigation. The Chair will report all complaints to the Board of Trustees at the meeting following the receipt of the complaint.**
7. **The attached Appendix is a Guideline for Handling Complaints.**

To raise a concern about a charity to the Charity Commission, guidance is available here:<https://forms.charitycommission.gov.uk/raising-concerns/> |
| TRAINING: | All Trustees, Contractors, Volunteers, Shop Artists, and Contracted Artists should be familiar with the Complaints Policy and the Guidelines for Handling Complaints, and this will be explained during induction. |
| REVIEW DATE: | As required by the Charity Commission. |
| DATE P&P CREATED/UPDATED: |  4th November 2023 |
| DATE APPROVED BY TRUSTEES: |   |