CENTREPIECES
Mental Health Arts Project
Registered Charity 1160300

The King's Award for Voluntary Service
The MBE for volunteer groups

COMPLAINTS POLICY

Date of policy: December 2024
To be reviewed: December 2027

1. Introduction

1.1 Centrepieces is committed to providing all our interested/affect parties with the highest standard of service. We believe that complaints offer us an opportunity to listen, learn and act on the feedback stakeholders provide.

1.2 Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise our complaints procedure so that people know how to contact us to make a complaint.
- To make sure the staff, volunteers and Trustees at Centrepieces know what to do if a complaint is received.
- To make sure all complaints are investigated fairly and promptly.
- To make sure that complaints are addressed and that relationships are repaired.
- To ensure that complaints are monitored in order to improve our services.
- To maintain a Complaints Log and report to Trustees on any complaints received at the Trustee Board meetings.

2. Definition of a complaint

2.1 A complaint is an expression of dissatisfaction about an act, omission, decision, or a service of Centrepieces, whether it is justified or not. This may result from the action of a staff member, volunteer or Trustee of Centrepieces or from an activity or programme of work in which we are involved. Complaints may come from any individual or organisation that has been in contact with Centrepieces and/or our services. A complaint may be received verbally, by phone, by email or in writing, or via social media.

3. Confidentiality

3.1 All information relating to the complaint will be handled sensitively, in accordance with the General Data Protection Regulation (GDPR). Only people who need to know about the complaint will be informed thereof. Centrepieces will only hold on to any personal data provided for as long as it needed to properly investigate and resolve the complaint.

4. Making a complaint

4.1 Complaints should be raised directly with the Centrepieces Coordinator in the first instance either verbally or in writing.

4.2 When making a complaint to Centrepieces:

- Outline the issue including dates and times of the incident.
- Provide copies of any relevant documentation if appropriate.
- Include how you believe Centrepieces might address the complaint, if possible.

5. Managing informal complaints

5.1 If you have a complaint regarding your membership of Centrepieces or related matter, you should wherever possible discuss this informally with the Coordinator or the Assistant Coordinator of Centrepieces in the first instance.

5.2 We will work with you to hopefully agree an informal solution to resolve the issue

6. Managing formal complaints

6.1 If it is not possible to resolve the matter informally then you can raise the matter formally by setting out your complaint in writing to the Co-ordinator.

6.2 Where your complaint involves the Co-ordinator you should request a meeting with a Trustee of Centrepieces to investigate the complaint in line with the Complaints Procedure.

7. Complaint hearing

7.1 The Co-ordinator or nominated Trustee will respond to you within 14 days to arrange a meeting to discuss your complaint.

7.2 You have the right to be accompanied by a friend or representative at this meeting. After the meeting the Co-ordinator or Trustee will give you their decision in writing without unreasonable delay.

8. Appeal

8.1 If you are not happy with the decision and you wish to appeal, you should let the Co-ordinator or Trustee know and you will be invited to an appeal meeting, normally held within 21 days.

8.2 The Appeal meeting will be heard by 2 members of the Board of Trustees, not previously involved with the complaint.

8.3 You have the right to be accompanied by a friend or representative at this meeting.

8.4 After the Appeal meeting you will be given a decision within 14 days.

9. Responsibility

9.1 The Trustees of Centrepieces are responsible for this policy and its implementation.