

Complaints, Compliments and Comments Policy and Procedure

1. Purpose

Purple Patch Arts Complaints, Compliments and Comments procedure is one way you can tell us what you think. You can tell us when we get things wrong so we can put things right. You can also tell us when we get things right, make comments about the things we do and suggest new ways of doing things.

2. Principle

Our aim is to put you, the participant, parent/carer, support worker, guardian and members of the public first and provide you with the best possible service.

To make this aim a reality it is important that you have the opportunity to tell us what you think about the service we provide.

3. Introduction

This complaints, compliments and comments procedure is not for staff or volunteers of Purple Patch Arts. They should go through the grievance and disciplinary procedures.

This policy explains how you can make a complaint, compliment and comment about Purple Patch Arts. It tells you how we handle them and how you can expect to be treated.

We will always look at our complaints, compliments and comments procedure to make it better and so if you have any suggestions then please let us know. You can talk to the CEO about any suggestions you may have. If you want to talk to someone else from Purple Patch Arts then feel free. If you think that our complaints, compliments and comments procedure is good then you can also let us know.

This is a public document which is available for anybody wishing to read it or take advice from it.

4. Compliments or Comments

If you have been pleased by the quality of Purple Patch Arts, please let us know!

When telling other people about the work we do we may want to use some of the comments and compliments. Please let us know if you're happy for your comments to be shared publicly. You can withdraw your consent at any time.

5. Complaints

You may use this procedure when you are not happy with service from Purple Patch Arts for example:

- With the activities provided
- Any members of staff or volunteers
- Purple Patch Arts' way of working
- The way Purple Patch Arts supported you
- Purple Patch Arts' information

If you complain about something that is not about Purple Patch Arts, we will see if you can have an advocate from the local advocacy service or we will try and find other people that may be able to help you.

How to complain

First Informal Stage:

The first step is to tell a member of staff at Purple Patch Arts about your problem. This could be anyone you want. If you do not want to tell a member of staff, you can ask anybody to support you to talk to Purple Patch Arts. You can also choose from a number of people listed at the end of this procedure who will also be able to support you. The person you talk to at Purple Patch Arts will remind you of the complaints procedure and how to make a complaint.

Let them know what the problem is and how it has come about. You can do this by telephone, letter, email or face to face. If you are writing or emailing the complaint and you don't want anyone else to see it, then mark the envelope or email as 'confidential'. If you need help in making your complaint, let us know. If you find it difficult to use the telephone, write letters or use a computer then ask another person or organisation to help you make the complaint or make the complaint on your behalf. If you want an advocate, you can contact them instead. Their contact details are at the bottom of the procedure.

The person best able to deal with your complaint will do so, and you will be told who this is. We will try to contact you within 5 working days of receiving the complaint. We will aim to solve the problem within 10 working days of receiving all the information.

We will contact you to see if you want to see us in person. It will either be the CEO or Programmes Manager.

If we think we will not deal with your complaint within 10 working days because we need more time, we will let you know how long we think we will need to deal with your complaint.

We will write to you saying what we are going to do and to see if you agree with it. If you want us to contact you in other ways like telephone or a meeting then we will ask you from the start of your complaint.

If you are not happy with the outcome, you can take your complaint to the next stage.

Second Formal Stage:

If you are still not happy at this point, please write or telephone the person dealing with your complaint. Their address and telephone number is at the bottom of this procedure. You have 20 working days in which to do this. Please say why you are not happy and what outcome you would like.

Depending on what kind of complaint it is, someone who has not been involved in the situation may be asked to carry out a formal investigation. We will contact you in the way we have done before within 3 working days to let you know who this will be. They may ask to meet you at this point, particularly if the situation is complicated.

As with the first stage, you will be kept informed of how the complaint is progressing. We aim to complete this second stage in no more than 20 working days. You will be kept informed of any reasons for a delay and, if necessary, we will ask you for your agreement to extend the timescale for dealing with your complaint, up to a maximum of 40 working days.

The CEO or a Trustee will write to you with the outcome of our enquiries and any action we intend to take.

If you are still not happy with our decision at this stage then again write to us or telephone within 20 working days saying why you are not happy and what outcome you would like. This will be then taken to the next stage.

Third (independent review) stage

We will normally choose someone independent from Purple Patch Arts who has an understanding of relevant issues to review our handling of your complaint.

Depending on the nature of the complaint, someone not previously involved in the situation may be asked to carry out a formal investigation.

We will write to you giving you their details and how to contact them directly. They will report to us, normally within 20 working days of agreeing to undertake the review, unless an extension is agreed with you.

Their findings, conclusions and recommendations will be contained in a report. We shall send a copy of this report to you, together with a letter from the CEO or a Trustee explaining what action we have taken or intend to take in response to the report's recommendations.

Within the report and throughout your complaint we will try and make all information accessible, whether it be by talking to you, making an easy read version of the report, or any other accessible method you prefer.

Possible responses open to us include:

- giving an apology by letter, telephone or in person
- giving you a full explanation of what happened and why
- taking action to put matters right

6. Recording Complaints

We will keep a record of all complaints we receive so that we can check the types of problems that may keep happening, how best to sort them out and how long we are taking to deal with them. This also helps us to review our procedures and improve them where necessary.

All the information you give us will be treated confidentially and we shall follow the law on data protection in handling and managing information about your complaint. We shall check with you about whether you may need to be identified as the person making a complaint and the impact this may have on you and anyone else involved.

7. Anonymous complaints

We take seriously any complaints we receive, including anonymous complaints. We will take a decision about whether or not it is possible to follow up such complaints. For example, if a complaint has been made and we need to get more information from the person complaining to make a decision, then we would find it hard to continue with the complaint. These will always be recorded at the first stage of this procedure.

8. Contact us

Fran Rodgers - CEO
Hillside Enterprise Centre
Beeston Road
Leeds
LS11 8ND

Tel: 077159 03691
Email: fran@purplepatcharts.org

OR

Complaint Officer of Purple Patch Arts

Andy Clow (Chair)

You can contact him at the above address or email: andyclow@aol.com

Other contacts who are able to support you in making complaints

Advonet (Leeds)	0113 244 0606
Choice Advocacy (Bradford)	01274 391691
Cloverleaf Advocacy (covering North Yorkshire)	01924 454 875
Cloverleaf Advocacy (Calderdale)	07860 021502
Bradford Adult Protection Team	01274 431077
Leeds Adult Protection Team	0113 224 3511
North Yorkshire Adult Protection Team	01609 780780
Calderdale Adult Protection (Gateway to Care)	01422 393000
Bradford Social Services Emergency Duty Team	01274 530434
Leeds Social Services Emergency Duty Team	0113 222 4401
North Yorks Social Services Emergency Duty Team	08450349417
Calderdale Emergency Duty Team	0845 1111 137

9. Review

This policy will be reviewed biennially.