



## **Complaints Policy - External**

**Date Reviewed: November 2022**

**Date of Next Review: November 2023**

### **1. Overview**

An initial complaint should be made **in writing / by email** to [people@creativescene.org.uk](mailto:people@creativescene.org.uk)

Please address the Subject line as:

Confidential FAO: **Chief Executive**

or

Confidential FAO: **Nominated HR Trustee**

Alternatively **in writing** to:

#### **The Chief Executive**

Brigantia Creative

15 Union Street, Dewsbury, WF13 1BG

Please mark the envelope '**Confidential**'.

or

#### **Nominated HR Trustee**

Brigantia Creative

15 Union Street, Dewsbury, WF13 1BG

Please mark the envelope '**Confidential**'

All formal complaints made in writing will be responded to in writing within 5 days to the person who raised the complaint, with a process of investigation set out clearly and a decision date set.

Brigantia Creative is a charitable organisation that supports positive social change through arts and culture. Creative Scene is a project of Brigantia Creative. Brigantia Registered Office: 15 Union Street, Dewsbury, West Yorkshire, WF13 1BG. Brigantia Creative is a Company Limited by Guarantee 12898557 Registered Charity number 1195678.

Upon conclusion of the investigation, a final completed form should be sent to the Chief Executive or Board identifying what actions have been taken to resolve the issue satisfactorily. A copy of a written response to the complainant should also be sent to the Chief Executive or Board.

Once the internal complaints procedure has been followed and completed as per the internal process a debrief process should be undertaken and the suggested recommendations reviewed and embedded. This action should be discussed with the Board of Trustees, prior to the complaint being closed.

## 2. Aide memoire

Date	Procedure	Initials & comments
	Contact any people involved in the complaint to obtain their views	
	Undertake any research of procedures or check records to confirm or resolve complaint	
	Discuss with Board the proposed course of action	
	Decide course of action and write up comments sheet of actions taken to resolve complaint	
	Send completed paperwork to the Board for review	
	Write to relevant parties explaining findings/apologising etc	
	Any other Actions Required:	

### **3. Summary of complaint**

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**Who has made the complaint?**

**What is the nature of the complaint?**

**Why has the complaint been made?**

**What investigations need to be made to resolve the issue?**

**How will you proceed with your investigations?**

**What time allowance will be required to satisfactorily resolve the issue?**

**What, if any, revisions to processes need to be considered to ensure that the complaint/issue does not reoccur?**

**What issues need to be referred to the Chief Executive/Trustees to be rectified:**