

MEMORIAL HALL THEATRE [MEMO ARTS CENTRE]

FEEDBACK AND COMPLAINTS POLICY

We want everyone who uses our services to be happy with our visitor experience and we welcome feedback in all forms as well as suggested improvements. This policy aims to demonstrate clearly the procedures for making and responding to negative feedback and complaints.

We can only address matters we are aware of so would encourage users to raise matters with us directly other than e.g. on Facebook where we may not see it.

Complaints should be noted by the member of staff they are made to, if not resolved at that point, the complainant is to be advised to report their complaint in writing to the General Manager by sending the complaint by:

Email: enquiries@barrymemo.co.uk

Post: Memo Arts Centre, Gladstone Road, Barry, CF62 8NA

The Memo Arts Centre will seek a fair, responsible and swift resolution in line with our aims and objectives as a service provider.

DEFINITIONS

Complaint

Refers to negative feedback made about any action of the Memo Arts Centre as a service provider.

- It is claimed, does not accord with fair or sound administrative practice.
- It adversely affects the person by whom or on whose behalf the complaint is made.

Complainant

- A complaint can be made by a user of the service against the actions of a member of staff, artist, board of management or the service in general.
- All complainants have the right to appoint an advocate, who can assist them in making the complaint if a person is unable to make the complaint themselves.

Time frame for making a Complaint

- A complaint must be made within 14 days of the date of the action giving rise to the complaint or within 14 days of the complainant becoming aware of the action giving rise to the complaint
- The General Manager may extend the time limit for making a complaint if in her/his opinion special circumstances make it appropriate to do so e.g. illness

Matters Excluded From The Complaints Procedures

A person is not entitled to make a complaint about any of the following matters:

- A matter that is or has been the subject of legal proceedings or before a court or tribunal.
- A matter relating to the recruitment or appointment of an employee; or a matter relating to or affecting the terms or conditions of a contract of employment. The staff grievance procedure should be used instead.
- A matter that could be prejudice on investigation being undertaken by the Police.
- A matter that has already been dealt with under the complaints procedure.

Procedures

Confidentiality is essential. Information should be shared on a need to know basis only.

Making a Complaint

1. **verbal and informal:** usually the first step in making a complaint is to discuss the issue with a member of Duty staff, Administrator or the General Manager. In the discussion the complainant should always be invited to use the formal complaints procedure if the issue is not resolved at this stage.
2. **written and formal:** A formal complaint must be made in writing to the General Manager.

Person/s involved in the Complaint

1. The person/s against whom the complaint is made will be informed of the existence and nature of the complaint by the General Manager.
2. They should be given a copy of this policy.
3. They need to be informed on the process and be informed of their right to have an advocate present at all stages of the investigations; likewise the complainant.

Investigating and Resolving a Complaint

1. The General Manager will discuss the complaint with relevant staff or individuals and will usually to bring the complaint to the attention of the Board of Management with recommendations on how to proceed. If the General Manager decides to investigate, they may establish a sub-committee of three persons to progress.
2. The General Manager will respond to the complainant in writing within 14 working days of receipt of the complaint outlining the timeframe involved in the investigation or the reason for not investigating

3. The investigation should be in concluded within 30 working days of receipt of the complaint. Extension of 3 months is acceptable if this deadline cannot be met for reasonable reasons.
4. The General Manager may interview the complainant, the person whom the complaint is made and any others necessary. Written records will be kept of the interviews.
5. Recommendations will be made by the sub-committee.
6. The General Manager will inform the individual or parties of the recommendations in writing within 14 working days. This decision can be appealed in a signed statement sent to the General Manager setting out clearly the grounds of the appeal.
7. The appeal should be brought to the Board of management who may consider their investigation and make a final ruling.

If the appeal is rejected the Board will inform the complainant, via the General Manager within 5 working days outlining the reasons.

Redress

Redress should be fair and consistent for the complainant, the person/s against whom the complaint is made and/or the Memo Arts Centre will offer forms of redress or responses that are appropriate and reasonable once the complaint is upheld eg: apology, change of policy or practice.