

Complaints policy and Procedure



Croydon performing arts festival is committed to delivering and maintaining high standards across our festival. We believe it is important to work in an open and accountable way that builds trust and respect.

We value all comments and feedback from our participants and their guardians including complaints. We learn lessons from all feedback we receive, and this helps us continuously improve our festival.

We have developed this complaints policy and procedure to explain our approach to the complaints. Our aim is to make it easy for participants and their guardians to complain about what we do and to be clear about all the stages in the process. The complaints procedure is intended to ensure that all complaints are handled fairly, consistently and, wherever possible, resolved to the complainant's satisfaction.

We will:

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- publicise the existence of our complaints policy and procedure so that people know how to contact us to make a complaint;
- make sure all complaints are investigated fairly and in a timely manner;
- make sure that, wherever possible, complaints are resolved and relationships repaired;
- learn from complaints and use them to improve our services.

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed face-to-face, via phone call, in writing, via email or any other method.

Responsibilities

Our responsibility is to deal with the complaint in a sensitive and timely manner and take action where appropriate.

The complainant's responsibility is to bring their complaint, in writing, to our attention within 8 weeks of the issue arising. Explain their problem as clearly and as fully as possible, including any action they have taken to date. The complaints must allow us reasonable time to deal with the matter and recognise that some circumstances may be beyond CPAF's control.

Overall responsibility for this policy and its implementing lies with the Board of Trustees.

Confidentiality

We handle all complain information sensitively, telling only those who need to know and following any relevant data protection requirements.

Our Board of Trustees will be made aware of any formal complaints that require referral to the Complaints Panel. In exceptional circumstances, it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

Complaints procedure

How to make a complaint

You can make a compliant or provide feedback by email.
Chair of Trustees and Complaints Manager
cpafchair@gmail.com

Festival Coordinator
info@croydonperformingartsfestival.org

Informal complaint

An informal approach may be appropriate, depending on the nature of the concerns raised. If the concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Formal complaint

If the complaint cannot be resolved informally, a formal complaint may be made and the following procedure should be followed:

1. A formal complaint can be made verbally or in writing and should be made to the Complaints Manager and Festival Chair, Richard Deering. If the complaint is regarding the Complaints Manager and Festival Chair, then the complaint should be addressed to the Festival Coordinator.
2. The Chair will acknowledge the compliant by writing within three working days of receiving it.

3. The Chair will refer the complaint to our Complaints Panel for consideration. Our complaints Panel comprises members of the Board of Trustees, and if appropriate the Festival Coordinator and Festival Members. If appropriate, another person external to those already mentioned may also be included. This diversity of panel membership ensures professionalism, a wide range of expertise and experience. It also maintains transparency in the process.
4. The Complaints Panel will be chaired by a member of the Board of Trustees who will be responsible for selecting the appropriate panel to consider the complaint.
5. Your complaint will be dealt with as soon as the relevant members of the panel can be brought together to consider the complaint. Our aim is to have an outcome/ decision within 4 weeks. If the complaint is complex or additional information is needed, the timescale may need to be increased. We will keep you updated if this is the case.
6. The complaint will be considered alongside the Code of Good Practice for BIFF Member Festivals.
7. You should be aware that the complaint will be discussed with the respondent who will have the opportunity to present a written response to the complaint. This will also be provided to the Complaints Panel. As stated above, confidentiality will be maintained when doing this unless it is not reasonably practicable to do so.
8. Once the issue has been considered by the Complaints Panel, you will receive a response within 5 working days of the Panel reaching a decision.

Referral to the Board of Trustees

We hope that our Complaints Panel can resolve your complaint in an open and satisfactory way. If, after receiving a written response from us, you still feel that your complaint is unresolved, you can ask for the matter to be referred to the Board of Trustees for their consideration.

You should:

- Address your email to the Chair of the Board of Trustees and Complaints Manager or send to the Festival Coordinator and they will ensure that this is passed onto the Board of Trustees.
- Explain clearly where you feel that your complaint remains unresolved following the decision of the Complaints Panel.

Your complaint will then be further considered by the Board of Trustees and if appropriate, an independent additional person.

This sub-group will examine the complaint and may wish to carry out further interviews and examine files/notes. They will respond within four weeks in writing. Their decision will be final.

Review

This policy will be regularly reviewed by the Board of Trustees.