



Comments, Complaints & Suggestions Policy

1. Introduction

This policy provides guidelines for resolution if a participant, their families or carers, a contractor, a customer or a member of the public wishes to make a comment, complaint or any suggestions they should find it easy to do so. The organisation welcomes complaints and considers them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and all complaints or comments received are taken seriously. This policy is designed to highlight any aspects of the service delivered to ensure it meets all expectations of participants and the organisations' core values.

Impact Arts believes failure to listen to or acknowledge complaints will lead to an aggravation of problems and participants dissatisfaction. The purpose of this policy is to ensure that complaints are handled properly and all complaints or comments are taken seriously. The organisation expects staff at all levels to be committed to fair, effective and efficient complaint handling. If having followed the full complaints procedure as outlined below, either the staff or the complainant are dissatisfied with the result, the complaint can be referred to OSCR.

2. Policy Aims

The aim of the organisation is to ensure its complaints procedure is properly and effectively implemented and the participants feel confident their complaints and concerns are listened to and acted upon promptly and fairly.

The aim of this policy is to:

- allow the organisation to respond to questions raised by people who raise complaints in a timely and cost-effective manner.
- increase client confidence in our administrative process and
- provide information which we can use to improve the quality of our services, personnel and complaint handling.

3. Scope

This policy applies to all the staff, managers and board members receiving or managing complaints from any person regarding products, services, staff or organisation itself.

4. What is a complaint?

A complaint is commenter expression of dissatisfaction about the product, services offered by the organisation or by their members of staff, or the action or lack of action taken regarding any dealings, facilities, services provided by the organisation or by a person or body acting on behalf of the organisation.

The right to be treated equally with dignity and respect extends to outside contractors, partners, participants, customers and any other agencies which are associated with this organisation. Stakeholders have a right to have any issues addressed under this policy. Any complaints will be investigated, and appropriate action will be taken.



5. Complaints procedure

There are three stages of complaints/feedback:

<p>Stage 1</p>	<p>Front Line Resolution</p>	<p>If you wish to complain about a service, express an opinion on services or policy, give praise or make a suggestion, you are able to do this by telephone, email, correspondence, or in person if you wish at Impact Arts.</p> <p>Issues that are straightforward and easily resolved, requiring little or no investigation will be dealt with at this stage.</p> <p>The staff member to whom the complaint has been made should always formally acknowledge the complaint.</p> <p>The staff member will share details of the complaint with their line manager who will follow up by sharing the Comments, Complaints and Suggestions Policy with the complainant. They will also notify a member of the Leadership Team.</p> <p>The manager will act to resolve the complaint quickly and respond within three working days or less.</p>
<p>Stage 2</p>	<p>Referral, Investigation & Reply</p>	<p>If you feel that the response to your complaint under stage one is unsatisfactory, or for issues that are more complex, the next stage is for the complaint to be passed to the Leadership Team who will investigate and liaise with the relevant member of staff.</p> <p>You will receive a response within 10 working days. If an interim reply is needed, you will be given a timescale by which a full reply will be received.</p> <p>A thorough investigation will be carried out by a member of the Leadership Team and a member of the Leadership Team member will sign off the response.</p>
<p>Stage 3</p>	<p>Referral to CEO</p>	<p>If you feel the response to your complaint under stage two is unsatisfactory, or for issues that are more complex, the next stage is for the complaint to be passed to the CEO who will investigate and liaise with the relevant member of staff and the Leadership Team and potentially seek further information from the complainant.</p> <p>You will receive a response from the CEO within 10 working days. If an interim reply is needed, you will be given a timescale by which a full reply will be received.</p>



Stage 4	Referral to Impact Arts Board	<p>If you feel the matter for complaint is of a serious nature or more complex and has not been dealt with satisfactorily under stage 3, the next stage is for the complaint to be passed to the Board who will investigate and liaise with the CEO and the Leadership Team</p> <p>You will receive a response from the Vice Chair of the Board within 10 working days. If an interim reply is needed, you will be given a timescale by which a full reply will be received.</p>
Stage 5	Referral to OSCR	<p>If you feel the response to your complaint is still not satisfactory, the Office of the Scottish Charity Regulator (OSCR) has the power to make inquiries into alleged misconduct in charities. OSCR can only make enquiries where:</p> <ul style="list-style-type: none"> • The Trustees are not acting in accordance with Impact Arts' governing document or charity law • Where alleged misconduct may be putting assets at risk • Where charity income is not being used for stated charitable purposes • The way in which the charity is administered is detrimental to its beneficiaries/causes <p>Details about how to complain to OSCR can be seen at www.oscr.org.uk</p>

Complaint details, the outcome and action taken will be recorded on a Complaints form by the staff member, to be used for service improvement.

Impact Arts' Complaint form can be accessed here for completion by the relevant staff member: [Complaint Form Template.docx](#)

Details of the complaint will be reported to the Board by the CEO as part of their Governance paper on a quarterly basis.

6. Comments and Suggestions

Impact Arts welcomes compliments and suggestions and recognise their importance in celebrating and recognising the success of our service and opportunities for improvement. It is always helpful to hear what the participants think about our organisation and the services we provide. If a positive comment is received about any aspect of the organisation, it should be shared with all involved.



Comments and suggestions are welcome because:

- They can help influence policy decisions of the organisation
- They can help maintain the standards of our services
- They can raise issues of real importance and can lead to a change for the better.
- If suggestions are not considered or actioned, they could lead to a complaint.

7. Contact details

Complaints, comments and suggestions can be shared in person, by mail (The Boardwalk, 105 Brunswick Street, Glasgow G1 1TF), by phone at 0141 575 3001, by email at mail@impactarts.co.uk or via our social media platforms, and will be recorded and shared with those involved and used appropriately.

8. Data Protection Act 2018

The organisation will treat all personal data in line with obligations under the current data protection regulations.

Version Control			
Version	Author(s)	Date	Changes Undertaken
1	Fiona Doring, Mairi McLaren, Maria Boyle	07/02/2023	Full Policy Review
2	Fiona Doring, Mairi McLaren, Maria Boyle	01/06/2026	Clarifications made to Stage 1 of process