



Statement Complaints Policy

Giga's art is committed to providing a quality service in a way that builds the trust and respect of the whole community of Slough and the surrounding area. Giga's Art aims to continue to improve its service by listening and responding to the views of attendees and will ensure that:

- Treats a complaint as a clear expression of dissatisfaction with its service which calls for an immediate response
- Deals with complaints promptly, politely and, when appropriate, confidentially.
- Learns from complaints, uses them to improve its service, and reviews annually its complaints policy

Definitions

Giga's art defines a complaint as 'any expression of dissatisfaction that relates to us as a company and/or to an individual director or volunteer, and that requires a formal response'.

Responsibilities

Giga's art intends that the formal complaints procedure ensures that it handles all complaints fairly, consistently and, wherever possible, resolved to the complainant's satisfaction.

The director or session lead will:

- acknowledge the formal complaint in writing.
- respond within a stated period.
- deal reasonably and sensitively with the complaint.
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to the Giga's art attention, normally within 1 week of the issue arising.
- raise concerns promptly and directly with a session lead
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow a reasonable time to deal with the matter.

- recognise that some circumstances may be beyond the Group's control.

Overall responsibility for this policy and its implementation lies with the directors of Giga's art, who will review regularly and update as required.

Confidentiality:

Except in exceptional circumstances, the Community Group and the complainant should make every attempt to maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, Giga's art will explain such a situation to the complainant.

Variation of the Complaints Procedure

Giga's art director(s) may vary the procedure for good reason. This may be necessary to avoid a conflict of interest.

Informal Resolution

Giga's art recognise that most attendees will raise any concerns informally. Giga's art aim is to resolve all informal concerns quickly through mediation with the complainant.

In many cases, the person responsible for the issue is the best person to resolve the complaint, as they may be able to resolve it swiftly and should do so if possible and appropriate.

The complaint information for any complaints that Giga's art successfully resolves on an informal basis will be noted in the complaints Logbook and no further action is necessary.

Where Giga's art are unable to satisfactorily resolve a complaint informally, then they will direct the complainant to the formal complaint procedure.

Formal Complaints Procedure

Stage 1

If the customer is unable to resolve the issue informally, they should write to Giga's art via email. Complainants can find contact details on the 'contact us' section of the Community Group website.

In their letter, the complainant should set out the details of their complaint, the consequences for them as a result, and the resolution they are seeking. If their complaint concerns a director or volunteer, they should state the name of the individual concerned.

Giga's art will acknowledge the complaint within 7 working days of receipt. This acknowledgement will outline who is dealing with the complaint and when the complainant can expect a response. Ideally, the complaint should receive a response to their complaint within twenty working days of receipt. If a matter requires more detailed investigation, the complainant will receive an interim response describing what Giga's art is doing to deal with the matter, when the complainant can expect a full reply and from whom.

On receiving the complaint, the complaint is logged in the complaints Logbook. The session lead will investigate the complaint and take appropriate action. If the complaint relates to a specific director or volunteer, that director or volunteer should be informed and given a fair opportunity to respond.

Stage 2

If the complainant is not satisfied with the initial response to the complaint, they can write to ask Giga's art to review their complaint and the response.

Giga's art will acknowledge the request within 7 working days and formulate a response within 20 working days.

Giga's art aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore Giga's art may require longer to fully investigate any concerns raised. Consequently, timescales given for handling and responding to complaints are indicative.

If a matter requires more detailed investigation, the complainant will receive an interim response describing what Giga's art is doing to deal with the matter, when the complainant can expect a full reply and from whom.

On receiving the complaint, the Chair records it in the complaints Logbook. They delegate an appropriate person to investigate the complaint and to take appropriate action. This will be a different person from the person who investigated the complaint at Stage 2. If the complaint relates to a specific director or volunteer, they should be informed and given a fair opportunity to respond.

Stage 3

If the complainant is not satisfied with the subsequent reply, they have the option of writing stating the reason why they remain dissatisfied with the outcome.

The complainant must do this within 10 days of receiving the written response.

Giga's art will normally respond within 15 working days to inform the complainant of the action which will be taken to investigate the complaint, and when they can expect to hear the outcome of the investigation

The outcome of the investigation at Stage 3 will represent the Community Group's final response.