

## Policies & Procedures

### Comments, feedback, complaints and compliments

#### 1. Introduction

The Culture, Health & Wellbeing Alliance (CHWA) is committed to providing its members, partners and the wider public with the best possible information and particularly providing its members with services which meet their needs and ensure that they are treated fairly and with respect. Anyone may raise a comment, complaint, or compliment which will always be taken seriously and followed up thoroughly as appropriate. Feedback about what our members, partners and the wider public think of our services will be used to help CHWA continually improve its services.

The Grievance, whistleblowing and disciplinary policy (available at <https://www.culturehealthandwellbeing.org.uk/policies-procedures>) should be followed by any employee, intern or volunteer who wishes to raise a grievance. This Comments, Complaints and Compliments policy is for people not employed by or working voluntarily with CHWA.

#### Comments and feedback

A comment or feedback is defined as being an idea, suggestion or opinion on how CHWA could improve its services. If an individual wants to make a comment on CHWA's work, this may be done either verbally or in writing (in person, by phone, email, social media or post). If an individual wants a verbal comment to be dealt with in accordance with this Policy, rather than being seen as an informal matter, this must be made clear at the time the comment is being made.

When a formal comment (where it is clear the commenter requires feedback) is received, it will be recorded by the Coordinator or Executive Director, to ensure it is tracked and responded to within ten working days by the Coordinator or Executive Director. The reply will include details of any action CHWA will take as a result of the comment.

(CHWA also conducts an annual survey and asks members for comments about the functioning of the organisation in this survey. Results of this survey will be published on the CHWA website once it is complete. CHWA is not obliged to respond to each comment given in the survey, but to take the comments into account as a whole in its planning.)

#### Complaints

A complaint is defined as being any expression of dissatisfaction with the service that CHWA provides, whether it is justified or not. Operational issues should be dealt with in the first instance informally by the relevant member of staff or Board member wherever possible. If an individual has an issue that is not resolved informally, they may make a formal complaint.

If an individual wants to make a complaint about CHWA, this must be sent and addressed to the Executive Director in person, or by phone, email ([victoria@culturehealthandwellbeing.org.uk](mailto:victoria@culturehealthandwellbeing.org.uk)) or post\* (Culture, Health & Wellbeing Alliance, Priory Campus, Pontefract Road, Lundwood, Barnsley S71 5PN). The envelope or subject line should be marked 'Private and Confidential.'

If the complaint is about the Director, it should be made in person, or by phone, email or post and addressed to the Chair of the Board of Directors. When a complaint is received, it will be recorded by the Executive Director or Chair to ensure it is tracked and responded to within the specified timescales.

The process for dealing with complaints is: The Director or Chair will acknowledge receipt of the complaint within ten working days of receiving the email/phone call or longer for post\* and advise the complainant of the date by which they will be sent a written response.

**\*It is important to note that CHWA is an organisation with very limited staff resources and we currently check for physical post once a month.**

The timescale for responding to the complainant will depend on the nature of the complaint and scale of the resultant investigation into the circumstances which led to the complaint being made.

The Director or Chair will keep the complainant informed of progress if a response to the complaint cannot be made within the timescales which were originally set.

The Director or Chair will arrange for an investigation into the circumstances which led to the complaint being made. Once the investigation is complete the Director or the Chair will write to the complainant. This response will, when appropriate, offer an apology and / or a solution to resolve the complaint. This letter will also advise the complainant of their right to appeal against any decision made, and who they should contact to escalate the complaint to the next stage in the procedure.

An appeal may be made to the Chair or another Board member if the Chair was involved in the original investigation. The Chair or Board member will review whether the complaint has been handled in a fair and reasonable manner and if so, the original decision will be upheld. If the Chair or Board deems that the complaint was not handled in a fair and reasonable manner they may, with the assistance of another trustee or member of staff not involved in the original investigation, reinvestigate the complaint. The response will, when appropriate, offer an apology and / or a solution to resolve the complaint.

### Compliments

A compliment is defined as being feedback which informs CHWA that it has provided a service well. If an individual wants to offer a compliment about CHWA's work, this may be done either verbally or in writing (email or post).

When a compliment is received, it will be recorded by the Coordinator or Executive Director, to ensure it is tracked and responded to, if appropriate, within the specified timescale. The member of staff will pass the compliment to the appropriate member of staff or Board member, who will reply to the person making the compliment, if appropriate, within ten working days.

Contact:

Culture, Health & Wellbeing Alliance, Priory Campus, Pontefract Road, Lundwood, Barnsley S71 5PN  
Email [info@culturehealthandwellbeing.org.uk](mailto:info@culturehealthandwellbeing.org.uk)

### Monitoring

A report on Comments, Complaints or Compliments received will be presented to the Board of Directors as part of the Executive Director's report to the Board for each meeting.

### Review and Maintenance of Policy

The Culture, Health and Wellbeing Alliance CIC shall undertake to review this policy, its implementation and effectiveness every two years. The views of all employees and volunteers shall be sought where necessary and reflected in the review process.

Any new legislation or developments in existing legislation will be considered as and when required and the policy will be updated to reflect these developments.

This policy was approved and agreed by the Board of Directors on the date shown below.

Signed:



Name (please print): Matt Walsh

Position: Co-Chair of Board of Directors

Date: 8 December 2022

Review dates: Every two years from the date above

Organisation name: Culture, Health & Wellbeing Alliance CIC

Company Number: 12359172