



Kandu Arts for Sustainable Development & Kandu Arts Community Projects CiC

Complaints Policy and Procedure

Kandu Arts for Sustainable Development Ltd and Kandu Arts Community Projects CIC implements this complaints policy to ensure that any concern or complaint raised by a parent, member of the community or member of staff is managed sympathetically, efficiently and at the appropriate level and resolved as soon as possible.

Kandu Arts will try to resolve every complaint in a positive and efficient way to ensure that we can put right any matter which may have gone wrong and if required to review our systems and procedures.

If a parent/guardian wishes to make a formal complaint Kandu Arts offers the assurance that the complaint will not have a negative effect on the young person and their time with us at Kandu Arts.

When responding and investigating a complaint we aim to be impartial and to ensure a full and fair investigation is carried out by an independent person or panel where it is necessary to do so.

All points within the complaint will be addressed and we will provide a quick and effective response whilst respecting the complainants desire for confidentiality if that is expressed. All individuals who raise complaints will be treated with respect and courtesy.

Kandu Arts will ensure that any decisions that are made are reasonable and fair, and we will keep complainants informed of the progress of the complaint process.

A concern is defined as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”. Kandu Arts will resolve concerns through day-to-day communication as far as possible. A complaint is defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”. Kandu Arts intends to resolve complaints informally where possible, at the earliest possible stage.

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The complainant will receive a more effective and timely response to their complaint if they follow these procedures.

- Co-operate with Kandu Arts throughout the process and respond to deadlines and communication promptly.
- Treat all those involved with respect.
- Not publish details about the complaint on social media.

An individual will be appointed to investigate the complaint and establish the facts. Which may include all or some of the following steps, depending on what is necessary for each individual situation.

- Interview any relevant parties relating to the complaint and keep notes of discussion that are had.
- Keep any written evidence or records secure.
- Prepare a full report for the Complaints Co-Ordinator (Ed Deedigan).

Kandu Arts has appointed a dedicated Complaints Co-ordinator whose role will be to act as a point of contact for all involved including the complainant. To keep the relevant parties informed of the progress of the complaint process. To arrange meetings when necessary.

Timescales: Complaints must be raised within three months of the incident, if there are multiple related incidents the complainant must raise their complaint within three months of the last incident.

Stages of complaints

Stage One

Kandu Arts will take seriously any concerns, and in line with this policy will endeavour to resolve them as quickly as possible. A stage one complaint should be made in writing to the Complaints Co-Ordinator who will then consider the appropriate next steps to take. If an investigation is required, the Complaints Co-Ordinator will gather the necessary information and ensure the relevant parties are aware.

The complainant should provide details such as relevant dates, times and the names of witnesses of events, alongside copies of any relevant documents. The complainant should also state what they feel would resolve the complaint

The complaints Co-Ordinator will communicate with the complainant to discuss what can be done to resolve the situation via a formal meeting or phone call whichever is the most appropriate for the complainant. The complaints Co-Ordinator will keep detailed written records of all parts of the investigation and will inform the complainant in writing of the outcome of the investigation along with reasons for the decision.

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Complaints will be acknowledged within 5 working days and a written response provided within 30 working days.

If the complaint is not resolved at this stage, it will be escalated to be reviewed by a complaints panel consisting of four members of chosen staff, The Director, The Complaints Co-Ordinator, and one other chosen member of staff. If the complaint involves any of the above the panel will be reviewed and alternative members of staff chosen.

Stage Two

Should it be necessary that a complaint is escalated to stage two the complainant needs to make a request in writing to the Complaints Co-Ordinator expressing their wishes for a panel to review their complaint and for the Complaints Co-Ordinator to provide the panel with any written evidence, reports and communication regarding the complaint.

The complaints panel will have 14 working days from the date the information has been provided to review the evidence. After 14 working days a meeting will be held with the panel and the complainant. Notice of 7 working days will be given of the date of the meeting; the review panel reserves the right to convene at their convenience rather than that of the complainant. If the complainant cannot make the date initially provided, they can ask for an alternative date no more than three times. At this point if no good reason has been provided by the complainant for rejecting the first three dates the Complaints Co-Ordinator will set a date, and the hearing will go ahead with any written submissions from the complainant. The complainant can attend the panel review with an individual of their choosing if they wish.

During the meeting it will be made clear at the beginning that it is not a court case and that in the event of any unacceptable or abusive language behaviour the meeting will be stopped.

The meeting will provide all with the opportunity to give statements and present their evidence, to ask questions and to reply to questions. It will be the responsibility of the Chair of the meeting to ensure that everyone is given a fair opportunity to do so.

Once the case has been presented the complainant will be asked to leave and the panel will review the evidence and written reports. The panel will provide their own reports and recommendations to the complainant and where relevant the subject of the complaint.

The panel will decide the appropriate action to resolve the complaint and where appropriate, recommend changes to the organisations systems or procedures to

prevent similar issues in the future. The panel will inform those involved of the decision in writing within 10 school days.

Unreasonable Complaints

A complaint may become unreasonable if the person:

- Has made the same complaint before, and it's already been resolved
- Makes a complaint that is obsessive, persistent, harassing, prolific, defamatory or repetitive.
- Knowingly provides false information.
- Insists on pursuing a complaint that is unfounded, or out of scope of the complaints procedure.
- Pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint, refused to co-operate with this complaints procedure, or insists that the complaint is dealt with in ways that are incompatible with this procedure and the time frames it sets out.
- Changes the basis of the complaint as the investigation goes on.
- Makes a complaint designed to cause disruption, annoyance or excessive demands on Kandu Arts time.
- Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value.

If the complainant continues to contact Kandu Arts or any member of staff in a disruptive way, we may communications strategies in place.

We may.

- Give the complainant a single point of contact via an email address
- Limit the number of times the complainant can make contact, such as a fixed number per term.
- Ask the complainant to engage a third party to act on their behalf, such as Citizens Advice.
- Put any other strategy in place as necessary.

We may stop responding to the complainant when all these factors are met:

- We believe we have taken all reasonable steps to help address their concerns.
- We have provided a clear statement of our position and their options.
- The complainant contacts us repeatedly, and we believe their intention is to cause disruption or inconvenience.

Where we stop responding, we will inform the individual that we intend to do so. We will also explain that we will still consider any new complaints they make. In response to any serious incident of aggression or violence, we will immediately

inform the police and communicate our actions in writing. This may include barring an individual from our site.

Duplicate complaints; If we have resolved a complaint under this procedure and receive a duplicate complaint on the same subject from a partner, family member or other individual, we will assess whether there are aspects that we hadn't previously considered, or any new information we need to take into account. If we are satisfied that there are no new aspects, we will tell the new complainant that we have already investigated and responded to this issue, and the local process is complete.

If there are new aspects, we will follow this procedure again.

Complaint campaigns; Where Kandou Arts receives a large volume of complaints about the same topic or subject, especially if these come from complainants unconnected with Kandou Arts, we may respond to these complaints by:

- Publishing a single response on the website
- Sending a template response to all of the complainants.

If complainants are not satisfied with our response, or wish to pursue the complaint further, the normal procedures will apply.

Record Keeping

Kandou Arts will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls. This material will be treated as confidential and held centrally. It will be viewed only by those involved in investigating the complaint or on the review panel. Records of complaints will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and record retention schedule.