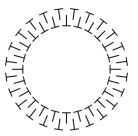


# TRIGGER'S COMPLAINTS POLICY



Trigger views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To share our complaints procedure when requested so that people know how to contact us to make a complaint
- To make sure everyone at Trigger knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Trigger.

Complaints may come from any person or organisation who has a legitimate interest in Trigger. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should use Trigger's **Grievance & Disciplinary Policy**.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements. Overall responsibility for this policy and its implementation lies with the Senior Management Team.

## COMPLAINTS PROCEDURE OF TRIGGER

Publicised Contact Details for Complaints:

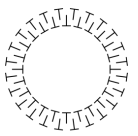
Written complaints may be sent to Aysha Powell, Head of Finance and Operations, Unit 1.1 , Streamline Building, Paintworks, Arnos Vale, Bristol, BS4 3AS or by e-mail at [aysha@triggerstuff.co.uk](mailto:aysha@triggerstuff.co.uk)

Verbal complaints may be made by phone to Aysha Powell, Head of Finance and Operations on 0117 2350 365, or in person to Aysha Powell, Head of Finance and Operations.

In the event that the Head of Finance and Operations is not available, and the complaint is urgent then the Executive Director can be contacted.

### Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.



Complaints received by telephone or in person should be recorded by the recipient in the following way:

- Tell the complainant that we have a complaints procedure
- Write down the facts of the complaint
- Take the complainant's name, address, and telephone number if they are willing for this information to be recorded in line with our **Privacy Policy**
- Note down the relationship of the complainant to Trigger (for example: visiting venue staff, patron, etc.)
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

For further guidelines about handling verbal complaints, see **Appendix 1**.

Complaints made in writing should be recorded by the recipient in the following way:

- Once a written complaint is received, it will be acknowledged within two working days and replied to within two weeks.
- When received, all comments or complaints are passed to the Administration and Finance Manager, who will either respond or refer them to the relevant member of the Senior Management Team to respond. More serious complaints may be referred on to the Artistic Directors.
- The response will be sent out by the relevant member of the Senior Management Team and a copy held on file.

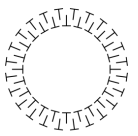
## LOGGING AND REVIEWING COMPLAINTS

- Every complaint will be logged centrally on a central Complaints Log. The complaints log will be maintained by the Administrator.
- The Administrator will update the Complaints Log following the receipt or resolution of a complaint.
- The Administrator will keep the Complaints Log in a central location, which will be reviewed on a quarterly basis by the Senior Management Team.

## Resolving Complaints

### Stage One

- In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.
- Whether or not the complaint has been resolved, the complaint information should be passed to the Administrator and General Manager as soon as possible and no longer than two days after the complaint has been received.
- On receiving the complaint, the complaint is recorded in the central Complaints Log. If it has not already been resolved, they will pass it on to an appropriate person to investigate and take appropriate action.



- If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
- Complaints should be acknowledged by the person handling the complaint within two working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaint's procedure should be attached.
- Ideally, complainants should receive a definitive reply within a maximum of two, but ideally one, weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given within two weeks of receiving the complaint.
- Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

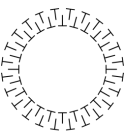
### **Stage Two**

- If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Chair of the Board.
- The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
- The Chair of the Board may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.
- If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
- The person who dealt with the original complaint at Stage One should be kept informed of what is happening.
- Ideally complainants should receive a definitive reply within two weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
- The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

### **External Stage**

The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx).

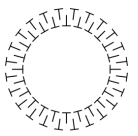


### **Variation of the Complaints Procedure**

The Board of Trustees may vary the procedure for good reason. This may be necessary to avoid a conflict of interest - for example, a complaint about the Chair of the Board should not also have the Chair of the Board as the person leading a Stage Two review.

### **Monitoring and Learning from Complaints**

Complaints are reviewed annually by the Senior Management Team to identify any trends which may indicate a need to take further action.



## Appendix 1 - Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation.
- Listen - allow the person to talk about the complaint in their own words.
- Don't debate the facts in the first instance, especially if the person is angry.
- Show an interest in what is being said.
- Obtain details about the complaint before any personal details.
- Ask for clarification wherever necessary.
- Show that you have understood the complaint by reflecting back what you have noted down.
- Acknowledge the person's feelings (even if you feel that they are being unreasonable). You can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation - e.g. "I understand that this situation is frustrating for you".
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise.
- Ask the person what they would like done to resolve the issue.
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver.
- Give clear and valid reasons why requests cannot be met.
- Make sure that the person understands what they have been told.
- Wherever appropriate, inform the person about the available avenues of review.