

## Company of Four Complaints Policy

### About this policy

The Company of Four strives for high standards in everything we do but we recognise that this is not always possible. We take complaints seriously, and when we make a mistake, we want to know about it and do our best to put it right.

Complaints may come from any individual or organisation that has contacted us or participated in Companies activities. They may be received verbally, by phone, by email, or in writing [or via social media].

### We will:

- Provide you with a fair, clear and easy to use complaints procedure if you wish to make a complaint or report a concern;
- Publicise our procedure so everyone knows how to contact us and what to expect;
- Investigate complaints fairly and promptly, ensuring they are addressed wherever possible;
- and record complaints in a Complaints Log and monitor them to help us improve what we do.

### Confidentiality

Complaints will be treated confidentially. Information will be handled sensitively in accordance with the Data Protection Act 2018. Only those directly involved in the complaints process will have access to relevant confidential information.

### Responsibility

Overall responsibility for this Policy and its implementation lies with the Committee, however in the first instance contact can be made with the Company Secretary at [cof4secretary@gmail.com](mailto:cof4secretary@gmail.com)

### How to complain

We encourage everyone to speak out about any dissatisfaction at the time as this allows us to take immediate action where appropriate. In the first instance you should speak with a committee member or member of the production team who will advise and notify the committee within 24 hours. This will be recorded.

If you are unhappy with the action taken in the first instance, and wish to make a formal complaint for further investigation, please put it in writing and send it to:

### **Stella Mitchell via email: [Cof4secretary@gmail.com](mailto:Cof4secretary@gmail.com)**

When you make a formal complaint please tell us:

- Clearly what happened and include the date, time and location where possible.
- Why you are making the complaint;
- What is your desired outcome (if known);
- Your full name, email address and contact phone number and how you would like us to contact you;
- If appropriate, please send us any documents that support your complaint.

### **What will we do once we receive your complaint or concern?**

You will get an acknowledgement of your complaint within 7 days, and we may ask you for further information to help us to resolve the matter.

We will carefully consider and record your complaint.

We will respond to your complaint within 14 days of receiving it and let you know how it will be handled by us. If this is not possible, we will let you know why.

The Trustees will investigate fairly and thoroughly. This process will be transparent.

The Trustees will take the necessary action and tell you what that action is. Should the complaint warrant disciplinary action we will follow our Disciplinary Policy. If or should the Trustees determine it necessary, they will obtain external assistance to resolve the issue.

The decision of the Trustees is final.

At all times, we will treat you with understanding, patience and respect. All we ask is that you do the same in return.

Please note that we cannot guarantee that complaints made on social media channels will be seen or responded to within the above timescales as we do not have sufficient resources to monitor these.

If a trustee is involved or deemed too closely related to the complaint, an alternative member of the committee will be asked to take their place.

### **Anonymous complaints**

Anonymous complaints will be recorded and any supporting information investigated. But, in doing so we will be mindful that anonymous complaints can sometimes be malicious. Everyone involved in our activities, even incidentally, has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.

Anyone wishing to complain is strongly encouraged to provide the information requested above and their contact details.

### **Review of Policy**

This policy will be reviewed no less than once per annum to ensure its effectiveness and relevance. Updates or amendments may be made as necessary, with the most current policy published on the website.

### **Conclusion**

The Company of Four strives to maintain a positive and collaborative environment where all individuals can contribute creatively and professionally. We are committed to ensuring that all members are treated with fairness and respect and that any complaints are addressed promptly and effectively.

Date:

Approved by: