



SMASHINGTIMES

INTERNATIONAL CENTRE FOR
THE ARTS & EQUALITY

Smashing Times Complaints Procedure

Smashing Times International Centre for the Arts and Equality reserves the right to artistic expression and is not wholly responsible for offence or insult that is caused by content or material within any/or all Smashing Times productions.

Purpose

The purpose of this Procedure is to ensure that:

- An environment which safeguards the rights of Service Users and where those who provide feedback are listened to and treated with dignity, courtesy and empathy is provided and promoted
- A culture is promoted in which both the service user and service provider have an equal voice and are considered of equal importance in the feedback process
- Feedback is responded to and complaints are investigated thoroughly in an open, honest and transparent manner
- Communication with service users is maintained throughout the feedback process
- Service users are involved in and informed of the outcomes of their feedback
- When failures in care are identified, these are acknowledged to the service user, an apology is provided and action taken where appropriate
- Service users and staff involved in complaints are provided with support throughout the complaints management process
- Management and staff have the knowledge and skills to effectively manage feedback
- Learning from feedback is identified and appropriate action is taken to share this learning and to reduce the likelihood of a reoccurrence of the same event(s). This learning is shared with service users and staff
- The learning from feedback informs service planning and quality improvement programmes
- The feedback process complies with obligations in relation to confidentiality, Data Protection and Freedom of Information

Roles and Responsibilities

Roles and responsibilities underpin the effective implementation of this Procedure. It is the role and duty of all management and staff to:

- Comply with this Procedure

- Ensure that this Procedure is implemented and adhered to in their area and that the rights and legitimate interests of service users and staff are protected
- Promote a culture and attitude that welcomes feedback and supports the effective and timely resolution of complaints received
- Ensure that information on how to provide feedback and on how to make a complaint is accessible and made available on request from a service user
- Provide an efficient, effective, fair and accessible system for handling service user feedback
- Support service users and staff in the implementation of the Policy and supporting guidance
- Collect data and monitor feedback for the purpose of improving the quality of service delivery

Timescale for Making a Complaint

In line with the Health Act 2004, a complaint can be submitted up to 12 months after the date on which the matter which is the subject of the feedback occurred or became known. However a Complaints Officer has the discretionary delegated authority to investigate a complaint outside these timeframes if they deem it appropriate to do so.

Stage 1: Point of Contact Resolution

Complaint received (verbal)

Resolved at point of contact

Record Locally

Detail of complaint

Solution/Action taken

Learning (if any)

Not resolved locally

Complaint taken to Company Manager of Smashing Times

If resolved within 48 hours with manager

Record Locally

Detail of Complaint

Solution/Action taken

Learning (if any)

If Not Resolved with the Company Manager of Smashing Times

Complete point of contact

Service user must then write a complaint to the Company Manager of Smashing Times

A written complaint should include:

Who was involved?

What happened and when?

What are you concerned about?

Have you done anything else to resolve this matter?

What do you want to happen now?

Smashing Times Company Manager will then bring this to the Smashing Times Board of Directors.

Stage 2: Smashing Times Formal Investigation Process

Written complaint received from Stage 1 or elsewhere

Smashing Times Board of Directors will assess the written complaint to determine the best course of action and advise the complainant

Informally the Board of Directors will then contact the complainant and offer to meet again to discuss and resolve complaint

If resolved Smashing Times Board of Directors will:

Send summary closing letter to Complainant

Complaints management file to be updated

Circulate anonymised learning notification as appropriated

If not resolved

Subgroup of the Board of Directors issues acknowledgement letter to Complainant (within five working days)

Investigation by Subgroup of the Board of Directors (within 30 working days or inform Complainant of delay by due date and update every 20 days)

Generate report with recommendations signed by the Subgroup of the Board of Directors

Circulate report to Complainant and to Board of Directors

Letter to Complainant and Subgroup of the Board of Directors from any head of service (accountable) detailing recommendation actions (within 30 days)

Subgroup of the Board of Directors to develop anonymised learning summary and circulate as appropriate

This can then either go two ways

Internal Complaint Review

or

Independent Review

Stage 3 - Internal Complaint Review

Written review request received by Subgroup of the Board of Directors

Appoint appropriate Subgroup of the Board of Directors to review

Subgroup of the Board of Directors to record detail on Complaints Management System.

Contact Complainant

(within two working days)

Offer to meet Complainant if appropriate.

If Resolved

Update on Complaints Management File. Send summary/closing letter to Complainant and Subgroup of the Board of Directors.

Circulate anonymised learning notification as appropriate.

If not resolved

Chairperson of the Board of Directors issues acknowledgement letter to Complainant (within five working days)

Review of Recommendations (within 20 working days) or request by due date in writing an extension

Generate report with recommendations signed by Chairperson of the Board of Directors

EITHER/OR

1. Letter to Complainant and Subgroup of the Board of Directors from relevant Head of Service (Accountable Officer) detailing recommendation actions (within 30 days)

Subgroup of the Board of Directors to develop anonymised learning summary and circulate as appropriate

Highlight right of independent review

2. Circulate report to Complainant and relevant Head of Service (Accountable Officer)

Stage 4

Independent Review

Office of the Ombudsman/ Ombudsman for Children's Office or other professional or regulatory bodies