

CIRCUSFUL COMPLAINTS PROCESS

Version control

This version control table tells you when and why this document has been changed.

Version number	Changes	Date	Signed off by and date
V0.01	Developed from NICVA's complaints procedure	Nov22	
V0.02	Small amendment to the first sentence by Jenna. Added to Adult Safeguarding Policy on 14 November 2022 by Lee Robb	Nov 22	Signed off by Circusful Board as part of Safeguarding policy on 7 Dec 22
V1.00			

CIRCUSFUL COMPLAINTS PROCESS

If you are unhappy about any of our services, we promise to listen to your complaint and work hard to deal quickly and effectively with the matter.

As a first step, we suggest that you contact the relevant member of staff to see if the problem can be resolved to your satisfaction. Circusful staff will do everything they can to put things right, including reviewing procedures to stop problems happening again.

If you are not happy with the response, or if you do not know which member of staff to contact, please follow these steps:

- All complaints should be made to the Programmes and Development Director (PDD) or a designated person in their absence in writing by letter or email. We will acknowledge your complaint within three working days.
- The PDD or designated person will investigate the issues raised and will respond within 10 working days.
- If you do not feel that the PDD's or designated person's response is acceptable, you have the right to ask for your complaint to be referred to a complaints panel. The panel consists of the Chief Executive or Chair of Circusful and two members of Circusful's Board of Directors. You will be advised of the date of the panel meeting and you may attend the meeting. You may also bring someone with you for personal support.
- You will be notified of the panel's decision within five working days of the meeting.
- The panel's decision is final.