



10 days Complaints Policy

Complaints Policy and Procedure

10 days is committed to providing artists, partners and the public with a high level of service. Whilst every effort is taken to operate efficiently and effectively, sometimes mistakes are made. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

A complaints procedure has been set up for people who feel dissatisfied with our service. You have a right to complain and have it investigated.

10 days Complaints Policy and Procedure will not impact your human rights in any way and confidentiality under the Data Protection Act will be maintained.

10 days would like to sort out any complaint as soon as possible. Many complaints can be resolved informally. In the first instance, please raise your complaint with the representative of **10 days** with whom you have been working or who is responsible for the service about which you are complaining.

If you are not satisfied with how your complaint has been handled please put your complaint in writing to:

The Administrator - 10 days

First Floor
45 Southgate Street
Winchester
Hampshire
SO23 9EH

or contact@10dayswinchester.org under the subject title of "Complaints".

What will happen next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt.

At this stage, if you are still not satisfied, you should contact us again at the same address to which your initial complaint was sent and we will arrange for an *independent* Board member of **10 days**, to review the decision.

The Board or representative of the Board will write to you within 14 working days of receiving your request for a review, confirming the final decision on your complaint and explaining our reasons.

The **10 days** Complaints Procedure is the overall responsibility of the **10 days** Board of Directors. Procedure for ensuring **10 days** upholds its Complaints Procedure lies with the **10 days** Steering Group. The process of handling complaints will be reviewed biennially, or more frequently, as appropriate.

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase satisfaction among our stakeholders;
- To use complaints constructively in the planning and improvement of all services.

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