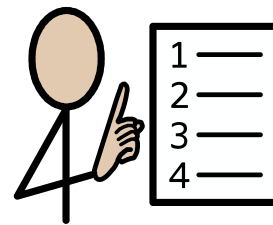
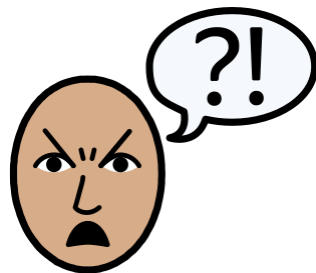


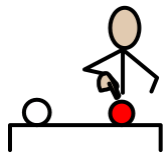
Compliments and



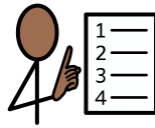
Complaints Policy



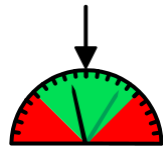
Easy Read



This



Policy



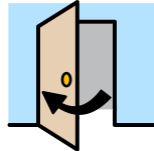
aims

to:



•Provide

an

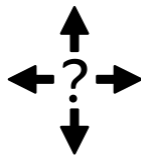


open

and

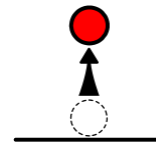


accessible

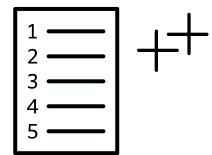


way

for Artmakers to



raise



issues



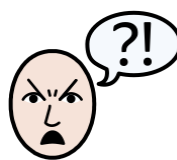
•Respond

to

complaints

in

a



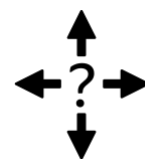
professional,



respectful,



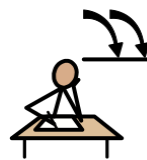
timely



way

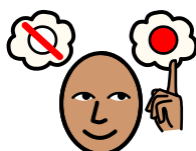


•Encourage Artmakers to practice the



skills

of



choice

and



control



•Continuously improve the services

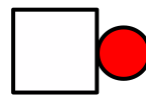


and

workshops



offered

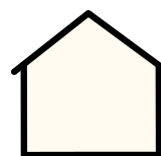


by

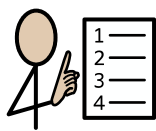


Henshaws

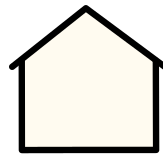
Arts and Crafts



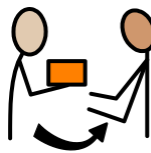
Centre



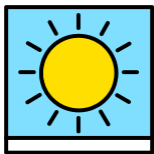
Policy Statement:



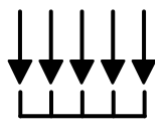
•The Arts and Crafts Centre is



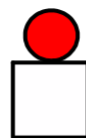
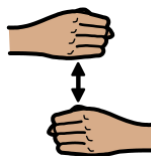
committed to providing a high quality



day service to Artmakers



• All formal complaints received are



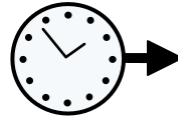
recorded and acted upon



•Appropriate



staff

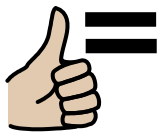
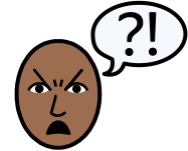


will

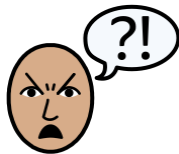
be



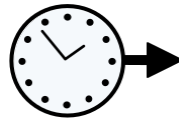
appointed to investigate the complaint



fairly



•Complaints



will

be



dealt



with it

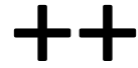
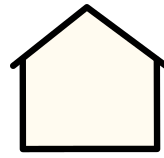


quickly

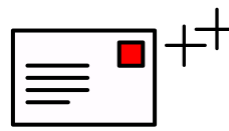
and



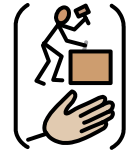
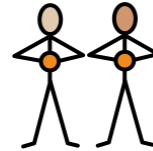
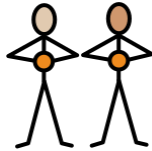
confidentially



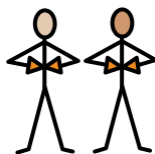
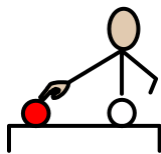
•The Arts and Crafts Centre is also



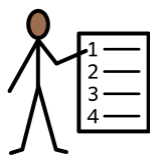
pleased to receive letters of praise



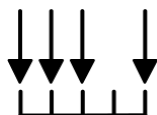
for our staff and our services



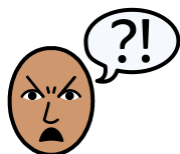
that we provide



Informal Procedures:



• Many



complaints

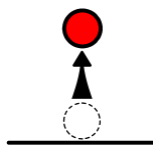


can

and



should



be

raised



informally

and



can

be



dealt



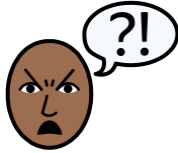
with



immediately



•The aim is to resolve informal



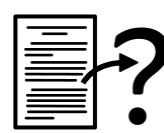
complaints



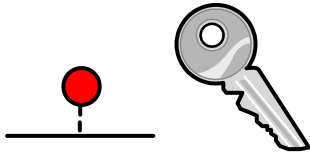
quickly,



keep



matters



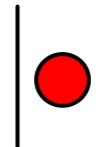
low-key



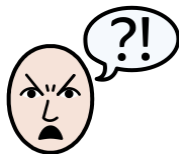
•To help



mediation



between



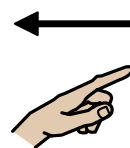
complainant

and the



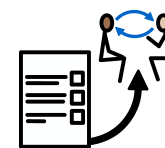
individual

to

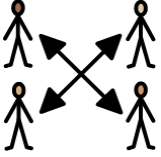
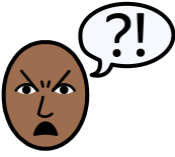


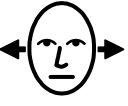
whom the matter

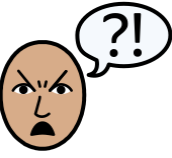
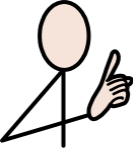
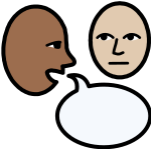
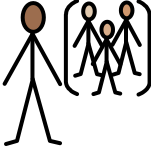
has been



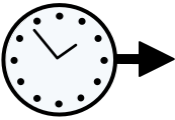
referred

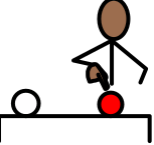
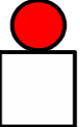
   
-Anyone who has a complaint, but

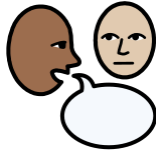
    
does not want to make a formal

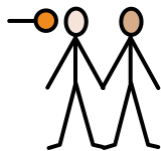
   
complaint, should talk to a member

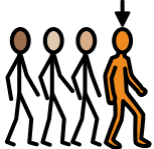
  
of staff in the office

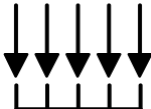
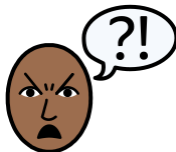
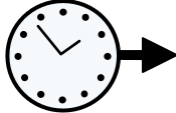
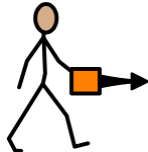
   
-The member of staff will record

  
this on a form

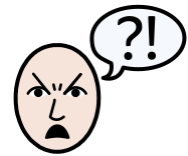
▪ **Artmakers**  **can**  **talk to**  **any**

 **member** **of**  **staff** **such as**  **their**

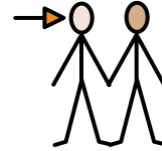
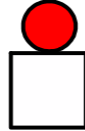
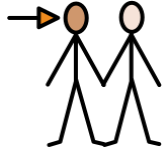
 **Workshop**  **Leader** **or**  **Support**  **Staff**

▪ **All**  **complaints**  **will**  **be**  **taken**

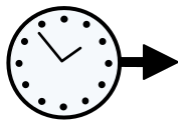
 **seriously**



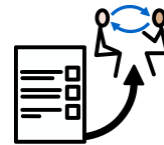
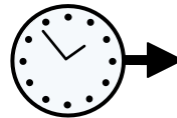
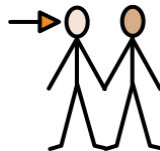
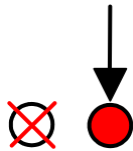
-If staff can resolve the complaint



themselves on the spot they



will do so



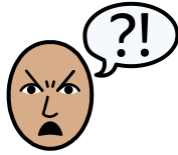
-Otherwise they will refer it to



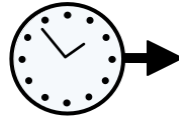
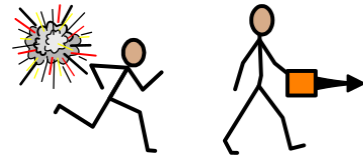
an appropriate manager for



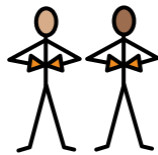
immediate action



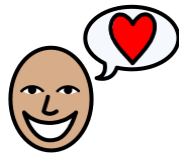
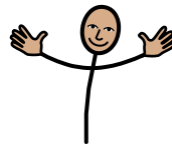
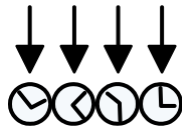
•The complaint and the action taken



to resolve it will be recorded



• We always welcome informal

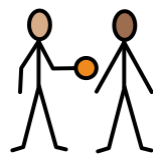


compliments too, you can even



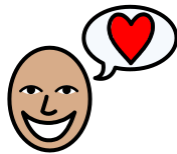
~~23456~~

nominate your Hero of the Month





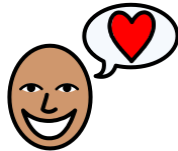
Formal



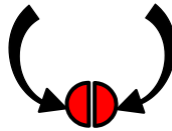
Compliments



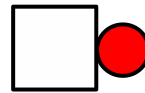
Procedure:



-Compliments

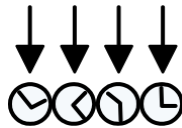


made



by

Artmakers

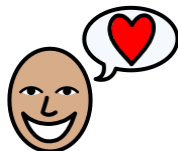


are

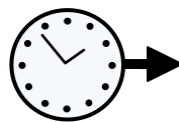
always



appreciated



-Compliments

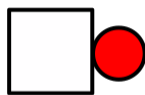


will

be



recorded



by

the

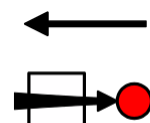


Admin

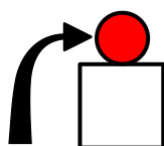


team

and



passed



on to

the

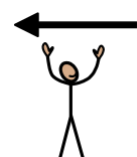


member

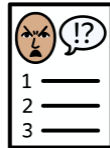
of



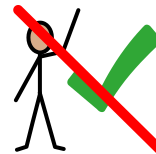
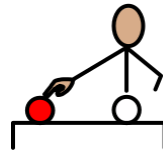
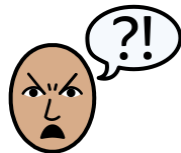
staff



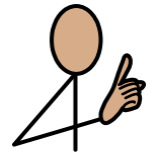
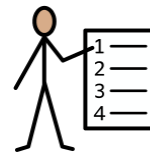
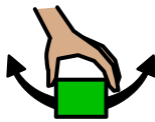
praised



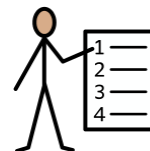
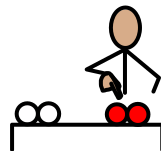
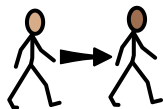
Formal Complaints Procedure:



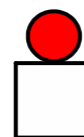
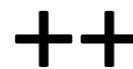
Complaints that cannot be resolved



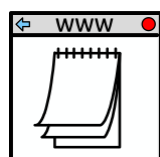
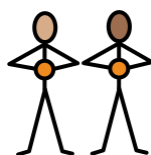
using the Informal Procedures should



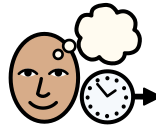
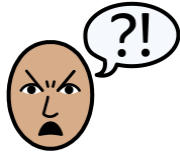
follow these Formal Procedures,



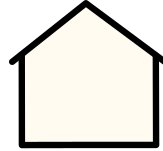
more information is also on



our website www.henshaws.org.uk



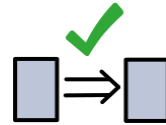
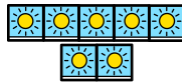
-Complaints are expected to be



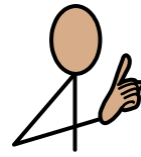
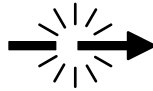
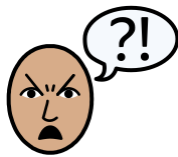
brought to the Centres attention



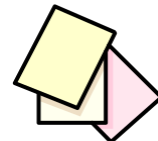
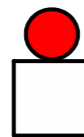
6



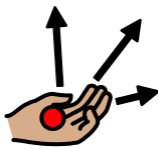
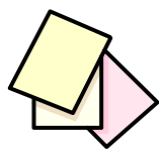
within 6 weeks of the reason for



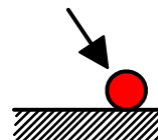
the complaint occurring, and should



be written formally on a slip



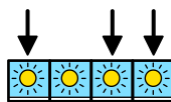
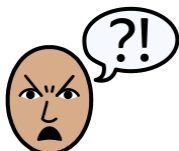
• Slips are available in the



Admin Office and Cafe, and there



is a book in the Staff room

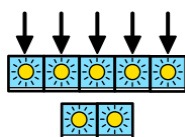


•Complaint will normally be

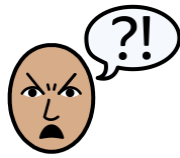


5

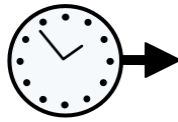
acknowledged in writing within 5



working days



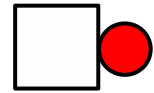
-Complaint



will



be recorded



by



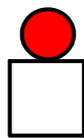
the Admin



or



Operations Manager

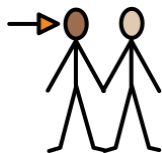


depending

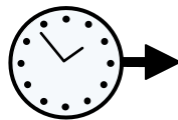
on



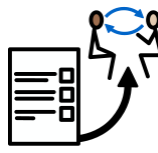
the sensitivity



- They

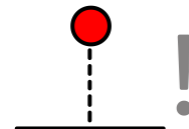


will



refer

it to a



higher



manager



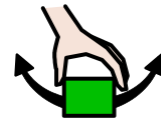
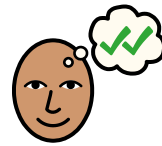
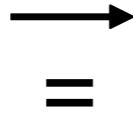
if

appropriate

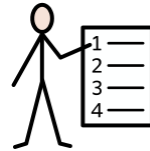
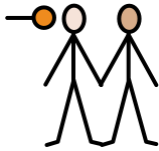
for



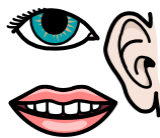
investigation



•Artmakers will be able to use



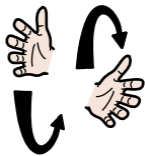
their preferred method of



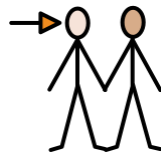
e.g.



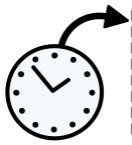
communication e.g. speech or



makaton,



they



just



need

to



ask



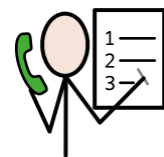
the

Admin

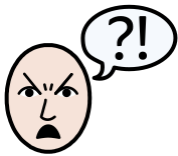


team

to

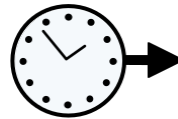


arrange

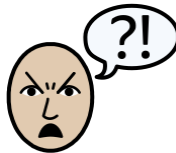
1 

Stage 1 Complaint:

1



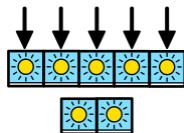
1. The Operations Manager will



investigate the complaint and respond



10

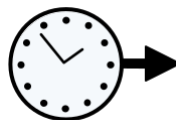


within 10 working days

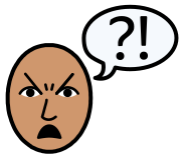
2



2. If the complaint is upheld, the



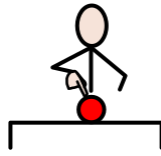
Operations Manager will let the



complainant



know



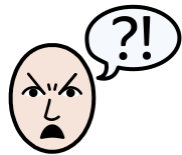
what

is to be



done

3



3. If the complaint is found to be

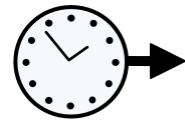


unjustified, the

Operations



Manager



will

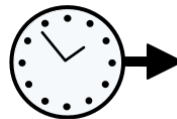
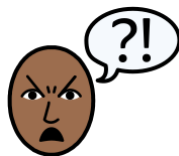


explain



why

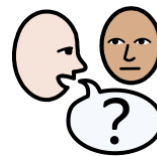
4



4. Complainant

will

be



asked

to

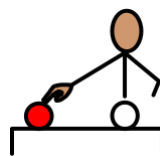


confirm

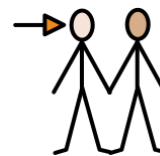
and



sign



that



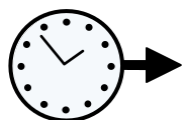
they

are



happy with the response

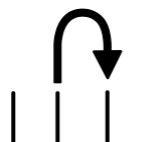
5



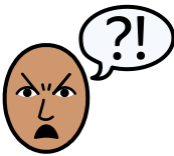
5. Documentation will be returned to



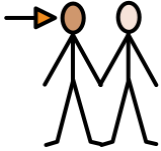
the Admin team for recording and

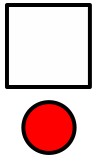


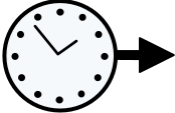
filing, or escalating to the next stage

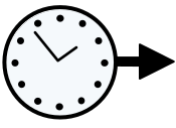
2 

Stage 2 Complaint:

1    
1. If they are not satisfied with the

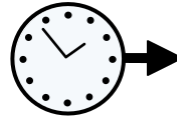
   1
investigation carried out under Stage 1, it

  2
will move to Stage 2

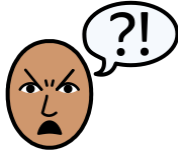
2   
2. Complaint will be referred to the

 
appropriate Senior Manager

3

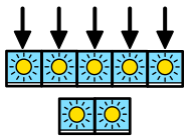


3. The Senior Manager will investigate



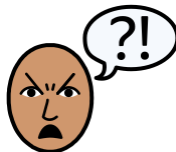
10

the complaint and respond within 10

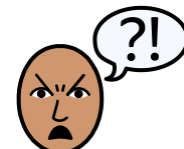
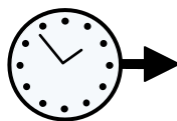


working days

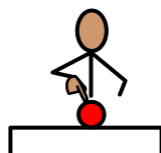
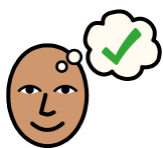
4



4. If the complaint is upheld, the Senior

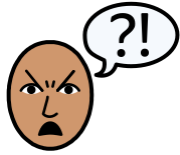


Manager will let the complainant



know what is to be done

5



5. If the complaint is found to be

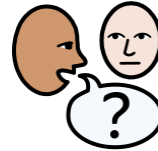
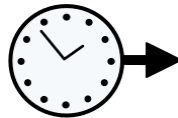
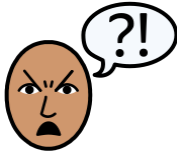


unjustified, the Senior Manager will

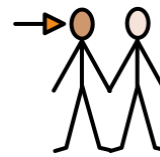
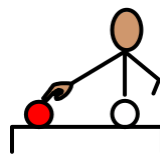


explain why

6



6. Complainant will be asked to

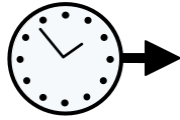


confirm and sign that they are

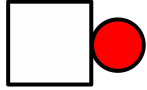


happy with the response

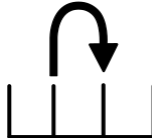
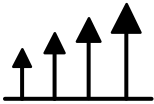
7



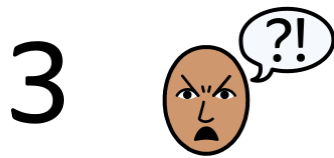
7. Documentation will be recorded



by the Senior Manager for filing or

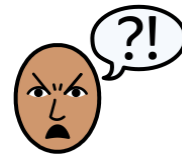
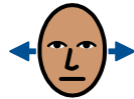


escalating to the next stage

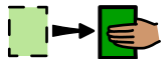
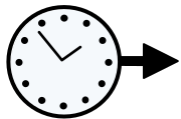


Stage 3 Complaint:

1

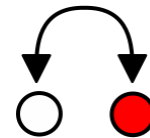


1. If not satisfied, the complaint



to Stage

3

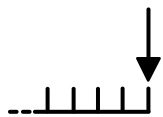


will

move

3

which is the



final stage

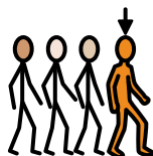
2



2. Complaint will be referred to the



appropriate

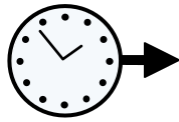
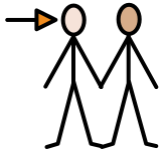


Chief



Executive

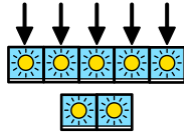
3



3. They will investigate and respond

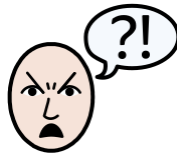


7



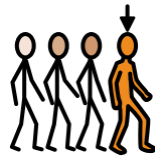
within 7 working days

4



4. If the complaint is found to be

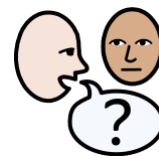
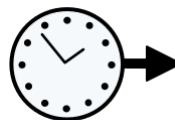
unjustified, the Chief Executive will



?

explain why

6



6. The Complainant will be asked to

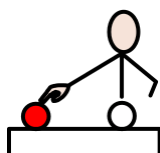


confirm

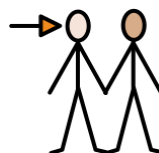
and



sign



that



they

are



happy



with

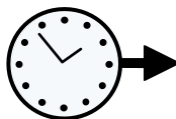
the



response

7

7. Documenation

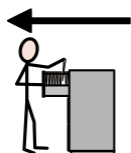


will

be

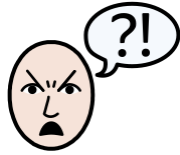


completed

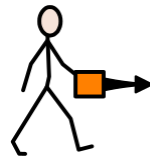
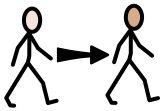


and

filed

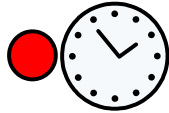
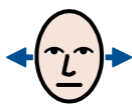


Unresolved Complaints:

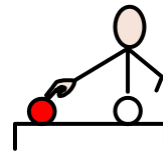


2

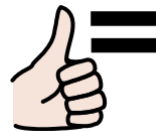
Following the action taken at Stage 2



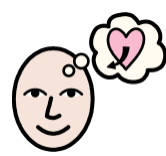
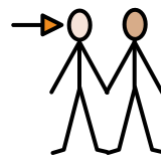
and not before.



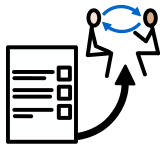
If the complainant feels that the matter



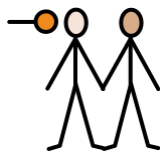
has not been dealt with fairly or



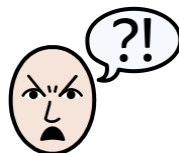
investigated properly, they may wish



to refer



their



complaint

to the



local authority,



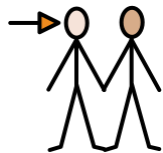
North



Yorkshire



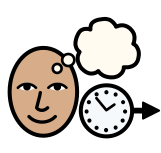
Council.



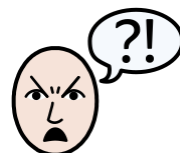
They



would

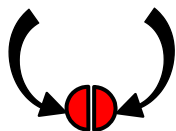


expect



complaints

to be



made



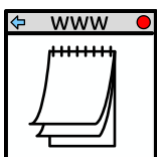
in



writing.



Contact details:



Website: www.northyorks.gov.uk/adult-social-care



Telephone: **03001312131**