



COMPLAINTS AND WHISTLEBLOWING PROCEDURE Revised 04/07/2018, next date for revision July 2020

Introduction

At A4D we want to delight and surpass expectations. However, we know that there may be times when we do not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again. A4D also takes very seriously any form of misconduct and wants to help people to raise concerns at an early stage and in the right way. We would rather the matter was raised when it is just a concern than wait for proof. As long as people are acting in good faith, it does not matter if they are mistaken. A4D will not tolerate the harassment or victimisation of anyone raising a genuine concern.

The Charity Commission for England and Wales sets out guidance on how complaints against charities should be addressed. This policy is consistent with Charity Commission Guidance and sets out the processes that members of the general public, service users, staff of A4D and anyone else involved with A4D should use to make a complaint.

Making complaints

You can decide exactly how you would like to get in touch with us:

- You can call us on 020 7239 4954. We only have a small office staff so we are sorry but there may not always be someone on the end of the 'phone line to answer your call. You may have to leave a message and someone will return your call as soon as possible.
- You can e-mail us at info@arts4dementia.org.uk
- You can write to us at:
Arts 4 Dementia
Phoenix Yard
65 King's Cross Road
London, WC1X 9LW.

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

Tell us if you want to raise the matter privately so that they can make appropriate arrangements. We have found that the best way to resolve a problem quickly is by telephone. This way we can make sure that we fully understand the issue and can gather all the information that we need to resolve the problem in a fast and effective way. However you may contact us in whichever way is most convenient to you and we will respond to you via the same method unless instructed otherwise.

Staff will normally make complaints initially to their line manager unless this is, because of the nature of the complaint, inappropriate. In the latter case, complaints should be made initially to the Chair of the Board of Trustees.

What we will do

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

Your complaint will normally be dealt with personally by our Chief Executive Officer. If your complaint refers to the Chief Executive Officer, you can refer your complaint direct to the Chairman of the Board of Trustees, in a letter marked 'personal and confidential', addressed to the Chairman, A4D, at the above address.

If A4D is asked to protect someone's identity we will not disclose it without their consent (unless required to do so by a court or the law).

The Chief Executive (or Chair of Trustees) will provide you with information about the process.

The Chief Executive (or Chair of Trustees) will assess what action should be taken. A4D will confirm its response in writing. A4D may not be able to tell you the precise action we take if this would involve A4D breaking the confidentiality of another person. A4D will deal with all matters raised fairly, fully and properly.

We aim to fix problems, correct mistakes and address concerns in a way that pleases you. Please feel free to let us know how you think it could be resolved. We want to reach the best possible outcome and two heads are better than one.

How long will it take?

We aim to acknowledge your complaint within the first five days of receipt and try to respond fully and conclusively to all complaints within ten working days. Wherever possible we will deal with it more quickly. In more complex situations where an immediate response is not possible, we will record your complaint and if we think it will take longer we will let you know. We will investigate the matter and get back to you as quickly as we can.

If you are not satisfied with our response

We really hope that our Chief Executive Officer is able to resolve your complaint in an honest, open and satisfactory way. However if after contacting our Chief Executive Officer, you are still unhappy, or if your complaint concerns the Chief Executive, then you can write by letter, marked Private and Confidential directly to our Chairman at the above address.

Please outline the details of the complaint, why you have not been satisfied with our response up to now and what you would like us to do to put things right.

If you do not feel completely satisfied by our response following the process described above, then you may contact The Charity Commission of England and Wales at:

The Charity Commission
PO Box 1227
Liverpool L69 3UG

or by phone at 0845 3000 218.

The Charity Commission Website is <http://www.charity-commission.gov.uk>

Note that if your complaint is to do with fundraising and you feel that it has been unresolved by us then the Fundraising Regulator can investigate your complaint. You must contact them within two months of receiving your response from us.

Contact can be made via the online complaints form [here](#) or via telephone: 0300 999 3404

Our pledge

We treat all comments and complaints as an opportunity to improve. We are happy to acknowledge the mistakes that we have made, sincerely apologise for them and then try to prevent them from happening again in the future.

Whistleblowing

A4D takes very seriously any form of misconduct and wants to help people to raise concerns at an early stage and in the right way. As long as people are acting in good faith, it does not matter if they are mistaken.

A4D will not tolerate the harassment or victimisation of anyone raising a genuine concern.

A4D will also not tolerate someone raising a matter they know is untrue, in order to create trouble or cause mischief to the organisation or to a particular person or people. If this happens, A4D will take appropriate action.

If A4D is asked to protect someone's identity we will not disclose it without their consent (unless required to do so by a court or the law).

However, if you suspect serious wrongdoing within the organisation, for example criminal offences or health and safety breaches, including breach of duties of care to clients, or you discover that the charity has deliberately hidden serious incidents, and you do not wish to raise the matter internally, you can speak out safely and report this directly to the Charity Commission for England and Wales. (see above). To find out more, go to the Charity commission website.

You may also contact the police on 101, if you believe there is serious criminal activity.

A4D is a charity registered in England (No. 797997) and our work is regulated by the Charity Commission for England and Wales.