



COMMENTS, COMPLAINTS & COMPLIMENTS POLICY & PROCEDURE

Culture Shift

Registered Charity Number: 1192000

Last updated: July 2024

Next review date / Culture Shift Board of Trustees: October 2025

Owner: Julia Roberts, Chief Executive Officer

Chair of Trustees: Andrew Green

Complaints, Compliments and Comments Policy and Procedure

Purpose

Culture Shift's Complaints, Compliments and Comments procedure is one way you can tell us what you think. You can tell us when we get things wrong so we can put things right. You can also tell us when we get things right, make comments about the things we do and suggest new ways of doing things.

Principle

Our aim is to put you, the participant, parent/carer, client or partner first and provide you with the best possible experience and service.

It is important that you have the opportunity to tell us what you think about the service we provide.

Introduction

This complaints, compliments and comments procedure is not for staff or volunteers of Culture Shift. They should go through the grievance and disciplinary procedures.

This policy explains how you can make a complaint, compliment and comment about Culture Shift. It tells you how we handle them and how you can expect to be treated. We will always look at our complaints, compliments and comments procedure to make it better and so if you have any suggestions then please let us know. You can talk to the staff about any suggestions you may have.

This Complaints, Compliments and Comments Procedure will be available to anyone who requests it through any means including the contact us page on our website www.cultureshift.org.uk

Compliments or Comments

If you have been pleased by the quality of Culture Shift's work, please let us know. We will pass your comments on to the Culture Shift team.

You can contact us via our website <https://www.cultureshift.org.uk/getintouch>, by email: info@cultureshift.org.uk or by telephone on 07517346842. You can also contact us via Facebook at <https://www.facebook.com/cultureshiftCIO/>.

When writing our Annual Report or sharing information about our work through our social media platforms we may want to use some of the comments and compliments. If we decide to use yours, we will ask your permission first.

Complaints

You may use this procedure when you are not happy with service from Culture Shift for example:-

- With the training provided
- Any members of staff and volunteers
- Culture Shift way of working
- Culture Shift information

If you complain about something that is not about Culture Shift, we will try and find other people that may be able to help you. However, we will not find other people if you do not want us to.

How to complain

The first step is to tell a member of staff at Culture Shift. This could be anyone you want. If you do not want to tell a member of staff alone, you can ask anybody to support you to talk to Culture Shift. The person you talk to at Culture Shift will remind you of the complaints procedure and how to make a complaint.

Let them know what the problem is and how it has come about. You can contact us via our website <https://www.cultureshift.org.uk/getintouch>, by email: info@cultureshift.org.uk or by telephone on 07517346842.

If you are writing or emailing the complaint and you don't want anyone else to see it, then mark the envelope or email as confidential. If you need help in making your complaint, let us know.

If you find it difficult to use the telephone, write letters or use a computer then ask another person or organisation to help you make the complaint or make the complaint on your behalf. If you want an advocate, you can contact them instead.

The person best able to deal with your complaint will do so, and you will be told who this is. We will try to contact you within 5 working days of receiving the complaint. We will aim to solve the problem within 10 working days of receiving all the information.

We will contact you to see if you want to see us in person. It will either be the CEO or another senior member of the team. If we think we will not deal with your complaint within 10 working days because we need more time, we will let you know.

We will write to you saying what we are going to do and to see if you agree with it. We will ask you from the start of your complaint if you want us to contact you in other ways like telephone or a meeting.

If you are not happy with the outcome, you can take your complaint to the next stage.

Appeal

If you are still not happy at this point, please write to or telephone our complaints officer, Clare Towner. The address is at the bottom of this procedure. You have 20 working days in which to do this. Please say why you are not happy and what you would like to make you happy.

Depending on what kind of complaint it is, someone who has not been involved in the situation may be asked to carry out a formal investigation. We will contact you in the way we have done before within 3 working days to let you know who this will be. They may ask to meet you at this point, particularly if the situation is complicated.

As with the first stage, you will be kept informed of how the complaint is progressing. We aim to complete this second stage no later than 20 working days. You will be kept informed of any reasons for a delay and, if necessary, we will ask you for your agreement to extend the timescale for dealing with your complaint, up to a maximum of 40 working days.

A member of the senior team will write to you with the outcome of our enquiries and any action we intend to take.

Possible responses open to us include:

- giving an apology by letter, telephone or in person
- giving you a full explanation of what happened and why
- taking action to put matters right.

Recording Complaints

We will keep a record of all complaints we receive so that we can check the types of problems that may keep happening, how best to sort them out and how long we are taking to deal with them. This also helps us to review our procedures and improve them where necessary.

All the information you give us will be treated confidentially and we shall follow the law on data protection in handling and managing information about your complaint. We shall check with you about whether you may need to be identified as the person making a complaint and the impact this may have on you and anyone else involved.

Anonymous complaints

We take seriously any complaints we receive, including anonymous complaints. We will take a decision about whether or not it is possible or necessary to follow up such complaints. For example if a complaint has been made and we need to get more information from the person complaining to make a decision, then we would find it hard to continue with the complaint. However if the complaint can be sorted out with the person making the complaint, then we would do so. These will always be recorded at the first stage of this procedure.

How to contact us:

By post: Culture Shift CIO
 The Manor House
 Moulsecoomb Place
 Lewes Road
 Brighton BN2 4GA
 United Kingdom

Tel: 07517 346842

Email: info@cultureshift.org.uk