



POLICIES & PROCEDURES

Pyramid of Arts

Compliments and Complaints

Pyramid of Arts is keen to provide a high quality programme of long term arts projects for its members. We try to meet your needs as far as we can.

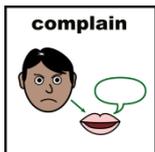


It is always helpful for us to receive feedback on what we have done well, or what we could have done better. Contact the office with your comments.

We might use your feedback in publicity, or in reports to funders.

We will not identify you as the person who gave the feedback unless you tell us it is okay to do so.

Making a formal complaint



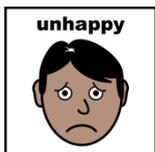
If you are not happy for any reason, we would like for you to let us know.

This complaints procedure should be used when you want us to investigate a problem.



Who can complain?

This procedure is for anybody who is a member of Pyramid of Arts, with or without a learning disability.



What can I complain about?

You can complain about any of the groups: their type, quality or availability, and about the actions or attitudes of any members or staff who are working at Pyramid of Arts.



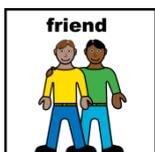
How can I complain?

You can complain in person, on the telephone, in writing or by e-mail

Phone: 0113 234 6040

Write: Pyramid of Arts
Unit 68B Barkston House
Croydon Street
Leeds LS11 9RT

Email: info@pyramid-of-arts.org.uk



If you wish you can choose somebody to help you with your complaint. This can be a friend, relative, carer, advocate, or a worker from Pyramid of Arts.



If your complaint is about another person, you should try to sort it out by talking to that person yourself. If you do not feel you can do this, or you have tried and it has not worked then follow the following steps.

Stage 1 - Can you sort it out with staff?

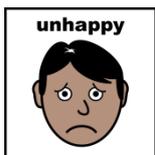


You can choose which staff member you want to talk to about your complaint. If you are a member of a group you can talk to a core worker or a member of the office staff, whichever you prefer.

If possible this person will try to sort out your complaint straight away. (A core worker is likely to pass your complaint to a member of staff in the office if it is not possible to sort out the complaint easily.)



If it is not possible to sort out your complaint straight away, that person will write down your complaint. The member of staff will tell you what they are doing to sort out your complaint within five working days.



If you are not happy with the way in which the staff member has replied to your complaint you can go to the next stage.

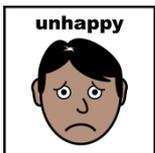
If your complaint is about a staff member and you do not want to talk to them or another member of staff about them, go to the next stage.

Stage 2 - Involving the trustees



You can let the chair of Pyramid of Arts know about your complaint by asking a member of staff to arrange this, or you can write a letter to the chair via the Pyramid of Arts office marking it "PERSONAL AND CONFIDENTIAL". It will be sent unopened to the chair.

The chair will make a record of your complaint and let you that this has been done within 5 working days. The chair will consult with staff and trustees, as needed. They will let you know what they are doing about the complaint within 20 working days.



If you are not happy with the way the chair has replied to your complaint, you can go onto the next stage.

Stage 3 - Appeal board



You can let an appeal board, which will include people who are not part of Pyramid of Arts, know about your complaint. A member of staff or the chair of Pyramid of Arts will tell you how to do this.

The appeal board will make a record of your complaint and let you know that this has been done within five working days. They will let you know what they are doing to sort out your complaint within 20 working days.

This is the final stage of the complaints procedure.