



Complaints Policy

Menter Caerdydd

Introduction

Menter Caerdydd (MC) seeks to put our audience/customers first, improving the quality of our care and offer.

We welcome any views on the MC service, both positive and negative, and will deal with complaints fairly following the process below.

Views can be expressed by contacting Chief Executive Manon Rees-O'Brien:
manon@mentercaerdydd.cymru

Complaints

MC is committed to dealing effectively with any concerns or complaints from our audience/customers. MC ensures that all complaints are dealt with sensitively and confidentially, in accordance with the Complaints Procedure below:

Please note that internal complaints from MC members of staff will follow the process set out in the Staff Handbook.

MC will not consider anonymous complaints, or complaints that are judged to be vexatious or malicious. Where it is possible that a complaint may fall within the term "Vexatious or Malicious Complaint", it will be referred for decision at a special meeting of the Complaints Sub-Committee. The complainant will be informed of the delay and when s/he will be informed of the Sub Committee decision.

Stage 1 (Informal Oral Expression of Concern)

Talk first to the member of staff with responsibility. If you prefer to do this outside normal office hours, or the usual hours of the scheme / club / activity, please arrange a convenient time. The member of staff with responsibility will make every effort to resolve most issues at this informal stage. In such a case your concern will be noted on an official 'Concerns Form' by the member of staff responsible. Any Expression of Concern must be received within seven working days of the incident.



Complaints Policy Menter Caerdydd

Stage 2 (Written)

If the issue cannot be resolved at Stage 1, the complainant must write to Menter Caerdydd outlining the nature of the complaint. Menter will try to resolve the complaint within 10 working days by conducting an internal investigation, and the written outcome of the investigation will be returned to the complainant.

Depending on the seriousness of the complaint, the matter may be referred to the Complaints Sub-committee (up to three members of Menter Caerdydd's Board) who will investigate the matter fully and respond within 10 working days of their receiving the complaint, stating the outcome with reasons. If there are any delays, we will inform you of the reasons and update you on what is happening. Those involved in the investigation will receive a copy of the response provided to you, with recommendations for any action, and the matter will be reported to the next Board meeting. If you are not satisfied with the result, you can ask for it to be referred to Stage 3.

Stage 3 (Management Board)

If the matter cannot be resolved at Stages 1 and 2, the Board (without the Board Members involved in Stages 1 and 2) will investigate the complaint and the response, at a meeting after especially organized. The Chair of the Board will send a response within 28 working days of their receiving the matter from Stage 2, outlining how the complaint was investigated and detailing the outcome. This stage may include interviewing the complainant, any member of staff, or any other person involved in Stages 1 and 2. The decision of the Board is final and confidentiality will always be assured in accordance with the Confidentiality Policy.

September 2020