

Para Dance UK

Compliments, Suggestions and Complaints Policy



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Introduction

Para Dance UK (PD-UK) is committed to providing a quality service to members, instructors, competitors and all other people who come into contact with any of their services. This is a core principle of our vision and purpose and goes to the heart of our process and systems. Our values and behaviours are to treat people fairly. We do this by making sure that our culture, behaviours and internal structures are fair and can be accessed by everyone

It is our responsibility to:

- act fairly with all our members, instructors, and other service users (our stakeholders)
- make sure that making a complaint is as easy as possible
- deal with any complaints and queries promptly
- take action promptly and efficiently
- use feedback to learn and improve the stakeholder journey where ever possible.

A stakeholder may make a complaint if they feel PD-UK has:

- failed to provide a service or an acceptable standard of service.
- made a mistake in the way the service was provided.
- failed to act in a proper way.
- provided an unfair service.
- failed to communicate clearly.

PD-UK will regularly review this policy, therefore if you have comments or suggestions to improve it, then please contact the Trustee responsible for PD-UK Governance or a member of the Senior Management Team (SMT).

What is a Complaint?

PD-UK strives to deliver its services to the highest quality to individuals and groups, but recognises that from time to time problems may arise with the services it provides which leads to dissatisfaction.

An individual or group may complain if they are not satisfied with the service received from PD-UK or the way they have been treated by a representative of PD-UK, whether that be a volunteer or member of staff.

This procedure is not for those involved in a competition or the sport of Para Dance, these are dealt with under the Sports Appeals and Complaints Procedure.

What is not a Complaint?

Para Dance UK recognises that individuals or groups may have a view on a policy or a consequent action that is taken involving that policy that may, positively or negatively, affect them. While not amounting to a complaint, PD-UK recognises that member feedback is important and invites it to help improve PD-UK.

All feedback will be dealt with in confidence and appropriately used to inform decisions of PD-UK. Feedback is not the same as a complaint and will not demand the investigation and resolution that a complaint does. It will be noted, discussed and used appropriately.

Feedback can be positive as well as negative and it is just as important to know about services that are going well so that lessons can be learned from them as well as problems.

Keeping our Communications Simple

When we write, e-mail, call, and talk to anyone in person or text any stakeholder we want to keep the communication clear and simple, avoiding unnecessary terminology and jargon. If the person needs any of our communications provided in alternative format we will do this wherever possible.

How to give Feedback or make a Complaint about a PD-UK service

You can call, email or write a letter or talk to a PD-UK officer in person at an event.

Letters can be sent to

Para Dance UK, Complaints Team, 1st Floor, Building 2 Croxley Business Park, Watford, Hertfordshire, WD18 8YA

or

Email to feedback@paradance.org.uk

or

Online on www.paradance.org.uk

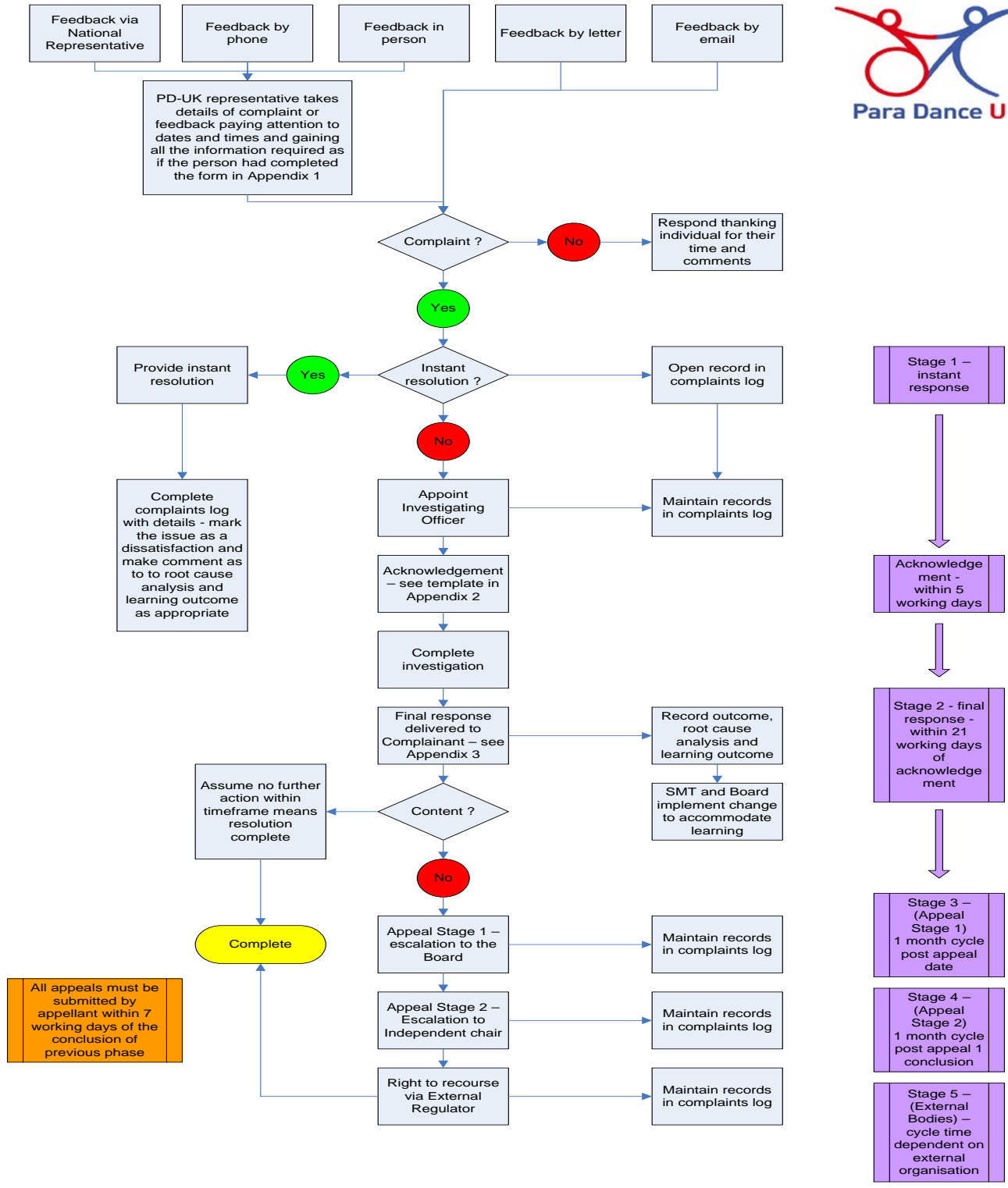
The Feedback Form found in Appendix 1 can be completed and either posted, hand delivered or emailed to PD-UK at the contact points listed above. This form is downloadable from the PD-UK website.

Verbal feedback or complaints may be made by phone to 0300 111 30 45 or may be made in person at events organised by PD-UK; the complaint should always be made to a staff member or Trustee.

If the PD-UK National Representative is approached with any feedback this process will still be followed; the feedback will be noted appropriately and passed back to the SMT to handle as per the feedback process.

PD-UK will not accept complaints via any social media platform, this is inappropriate and unprofessional for the complainant and PD-UK. While PD-UK will encourage the complainant to use the above channels; no responses will be provided to such feedback on social media channels other than to delete it.

Feedback Handling Process Summary



Receiving Feedback in person or via the Phone

The Member of Staff, National Representative or Trustee receiving feedback by phone or in-person shall:

- Write down the facts of the feedback or complaint on the Feedback Form if possible
- Record the person's name, address, email address and telephone number
- Understand if the person acts for themselves or another person and record that
- Note down the relationship of the complainant to PD-UK and the person
- Tell the complainant that PD-UK has a complaints procedure and that their complaint will be dealt using that procedure
- Tell the person what will happen next and how long it will take
- Inform the person that a copy of the PD-UK Feedback, Suggestions and Complaints Policy will be provided, if they require, by post or by email

Handling Feedback – Stage 1

Try and resolve the issue instantly. In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if at all possible and appropriate.

The local team members can be included (if required) to provide a quick resolution.

Whether or not the complaint has been resolved locally, information about the complaint shall be passed to the Operations Team at PD-UK within five working days and a record opened on the complaints log by the Operations Manager or other senior manager there.

Handling Feedback - Stage 2

If the issue has not already been resolved, the Operations Manager or other senior manager will delegate the handling of the complaint to an appropriate person within PD-UK who shall investigate the complaint and take any appropriate action.

If the complaint relates to a specific person within PD-UK, that person shall be informed of the fact and given a fair opportunity to respond to the complaint.

Complaints shall be acknowledged in writing by the person handling the complaint within five working days. See example in Appendix 2.

The acknowledgement shall detail who is handling the complaint and when the complainant can expect a response to their complaint. Where the complaint has been received verbally, the acknowledgement shall include a copy of the Feedback Form of the complaint prepared by the recipient.

Every endeavour shall be made to ensure that complaints shall be dealt with within one calendar month.

If it is not possible to deal with a complaint within one calendar month, a progress report shall be sent to the complainant with an indication of when a full response will be provided by PD-UK.

Whether the complaint is felt justified or not by PD-UK, the full response to the complainant shall describe the action taken to investigate the complaint, the conclusions reached from the investigation, and any action taken as a result of the complaint and investigation.

If the complainant feels that the issue raised in the complaint has not been satisfactorily resolved they may take up their right of appeal at which point the person shall request the complaint be investigated by the Board.

Appendix 3 contains an example final response letter for use.

Appeal Stage 1 Escalation to the Board (Stage 3)

The request for appeal shall be passed by the Board Secretary of PD-UK to the Chair of the Board of Trustees.

The Chair of the Board of Trustees shall acknowledge the appeal within five working days detailing who will be handling the review and when the complainant can expect a response to their request.

The Chair may decide that the Board of Trustees review the complaint documentation directly and to take any appropriate action **or**, at the Chair's discretion, delegate the review of the complaint to PD-UK's Independent Chair who would in turn convene a panel of appropriate individuals to respond. This panel will make a formal recommendation to the Board of Trustees as to appropriate action.

The panel will:

- Consider the appeal request to review the decision
- Review all documents connected to the decision
- Where appropriate, speak to relevant individuals involved with the problem, including you
- Decide whether the decision should be amended in whole or part.

Review of complaint appeals to the Board of Trustees shall be dealt with within one calendar month of the date the appeal has been made.

If it is not possible for the Board of Trustees to deal with the review of a complaint within one calendar month, a progress report shall be sent to the complainant with an indication of when a full response will be provided by PD-UK.

Whether the review of the complaint is felt justified or not by PD-UK, the response to the review shall describe the action taken to review the complaint, the conclusions reached from the review, and any action taken as a result of the review.

Appeal Stage 2 - Escalation to the Independent Chair (Stage 4)

If the Independent Chair has not interacted with the complainant at any stage of the process and if the complainant is not satisfied with the full response to their complaint, within 7 working days of receiving the decision from the Board of Trustees, they may request that the decision is reviewed again by the said Independent Chair.

When requesting the review, the complainant should, either by post or by email, outline the reasons why they are dissatisfied with the decision and why they wish it to be reviewed further.

The request for review will be acknowledged within 5 working days from the date it is received and additional evidence of bias or breach of policy and procedure needs to be presented for the Independent Chair to conduct a review. If an issue is found by the Independent Chair, a report will be submitted to the Board of Trustees with recommendations and the final decision will be communicated to the complainant.

External Stage (Stage 5)

PD-UK is a Registered Charity in England Charity No. 1116988 with the aims and activities of the provision of Inclusive Dance and Para Dance Sport through workshops, demonstrations, competitions and training. If a complainant is unhappy with how PD-UK has dealt with their complaint, they may contact a relevant regulator.

Where the complaint is about:

A. Fundraising

- The way the complainant has been asked for donations
- How fundraisers have behaved.

The relevant regulator is the Fundraising Regulator. A complainant may complain to the regulator on behalf of themselves or someone else.

Contact details - <https://www.fundraisingregulator.org.uk/complaints>

B. Advertising

- An advertising campaign thought to be offensive, deceptive or inaccurate.

The relevant regulator is the Advertising Standards Authority.

Contact details - <https://www.asa.org.uk/make-a-complaint.html>

C. Charitable Activities

Where there is a serious complaint about a charity, for example:

- Where a charity is not doing what it claims to do
- Losing money
- Harming people
- Being used for personal profit or gain
- Involved in illegal activity.

The relevant regulator is the Charity Commission.

Contact details - <https://forms.charitycommission.gov.uk/raising-concerns/>

D. Personal Data Usage


An individual can change how often they receive emails, phone calls, texts or post from a charity using the Fundraising Preference Service.

Contact details - <https://public.fundraisingpreference.org.uk/>

Monitoring and Learning from Feedback

The Board of Trustees undertakes a review of all feedback received and handled each year and complaint trends are reviewed regularly throughout the year. Should you have any suggestion about this, your feedback can be sent to the Chair of the PD-UK Governance Committee.

Appendix 1 Feedback Form

| FEEDBACK to PD-UK | |  |
|--|------------------------|---|
| Commendation / Suggestion / Complaint (Please highlight as appropriate) | | |
| 1. ABOUT YOU | | |
| Title | First Name | Surname |
| Address line 1 | | |
| Address line 2 | | |
| Address Line 3 | | |
| Postcode | | |
| How would you like PD-UK to respond? | Phone / Email / Letter | |
| Telephone | | |
| Mobile | | |
| Email | | |
| 2. ARE YOU ACTING ON BEHALF OF SOMEONE ELSE? | YES / NO | |
| <p>If the answer to question 2 is yes please complete section 3 otherwise leave blank and move to section 4. If you are complaining on behalf of someone who cannot complain for themselves, we have a duty to consider if you are the right person to act on their behalf. We would normally need their consent for this. Please see section 5.</p> | | |
| 3. THE PERSON YOU ARE ACTING FOR | | |
| Title | First Name | Surname |
| Address line 1 | | |
| Address line 2 | | |
| Address Line 3 | | |
| Postcode | | |
| What is your relationship to this person? | Spouse or partner | |
| | Parent or guardian | |
| | Child | |
| | Carer | |
| | Other | |
| If Other please give details | | |

| | |
|--|------------------------------|
| | |
| Why can this person not give feedback themselves? | They are too young |
| | They are ill |
| | They do not have the ability |
| | They have asked me to do it |
| | The person has died |
| | Other |
| If Other please give details | |
| 4. YOUR FEEDBACK | |
| <p>Please give us details of what has happened, please add specific details wherever you can; dates, times and people involved if you can. We are particularly interested in how this has made you feel and what you want in the way of resolution if your feedback is a complaint.</p> | |
| <p>Please be aware that we may have to talk to any people you mention in your feedback so that we can investigate what has happened or to pass them your positive feedback. We may also have to refer to records and documents. By signing this form you consent for us to do this. If the form has been completed on someone's behalf we ask that they sign too. They must understand that you as the representative will be able to see any investigation made and the response we make.</p> | |

5. YOUR SIGNATURE

Signed

Date

I agree that _____ can feedback and / or complain on my behalf and that you can obtain the information you need to investigate my situation. I understand that this may mean that my representative will be able to see the information you obtain and the response you make.

Signed

Date

Please send your completed feedback form to: feedback@paradance.org.uk or post it to: Complaints, Para Dance UK, 1st Floor, Building 2 Croxley Business Park, Watford, Hertfordshire, WD18 8YA.

Appendix 2 Example Acknowledgement for Complaint

Dear [Insert Name as Appropriate]

Thank you for your feedback which we received here at PD-UK on XX/XX/XXXX.

We regret that on this occasion, you feel that our standards have fallen below your expectations.

We have summarised the concerns you have raised with us as follows:

- The sky is blue
- The grass is green
- The sea is warm
- The snow is white

Please review the above and if we have not understood anything correctly; we would appreciate if you would revert to us as quickly as possible to prevent any misunderstanding.

We take all feedback very seriously and have appointed [Insert Name] to investigate your concerns.

You can expect a full and final response from PD-UK by XX/XX/XXXX.

Thank you for taking the time to contact us and in the meantime should you have any other feedback please do not hesitate to contact us.

Yours sincerely

Appendix 3 Example Final Response

Dear [Insert Name as Appropriate]

In relation to the complaint you raised to PD-UK on XX/XX/XXXX; we have fully investigated your complaint using the following methods:

- Interview
- Document Review
- Etc

We have summarized the concerns you raised with us below and we have added our responses to each point detailing whether we uphold or refute your point and the rationale as to why we have come to that decision.

- The sky is blue
Answer
Reason

- The grass is green
Answer
Reason

- The sea is warm
Answer
Reason

- The snow is white
Answer#
Reason

[Insert redress here, please take time to consider this as the person will have told you what redress they expect so you may need to say why you are or are not giving it – a refund for example, compensation etc]

[Insert the learning you have taken from the complaint here and state what changes may have been made because of the complaint]

Thank you for taking the time to give PD-UK this feedback. We are a learning organisation and see every opportunity we have to learn or do better as a good one. We regret that the issue you raised with us has caused you any distress and hope that this now finalises the matter.

Should you wish to appeal this decision you can do so within 7 days, by writing back to the Secretary to the Board of Trustees at PD-UK.

We apologise again for any inconvenience or distress caused to you in this instance.

Yours sincerely