



# **DANCE RESOURCE BASE**

## **FORMAL COMPLAINTS PROCEDURE AND TEMPLATE**

### **2015**

Adopted by the Organisation on: 25 June 2015

Signed \_\_\_\_\_

Review Date: 25 June 2018

**FORMAL COMPLAINT TO DANCE RESOURCE BASE REGARDING DRB SERVICES OR MEMBER**

<b>Please answer all relevant questions as fully as you can</b>
Date of Complaint:
Name of Complainant:
Full Contact Details for Complainant:
Do you want us to keep your name and contact details anonymous when we pass this complaint to the member in question: (Please select)  YES                      NO
Have these concerns been raised with the appropriate authorities where relevant: (Please select and provide details)  YES                      NO  Details:
Complaint Details:

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**Signatures**

*To be signed by the person reporting the concern*

Name:

Signed:

Date:

Date complaint *received and actioned* by Complaints Officer:

Name:

Signed:

Date:

**Office Use**

Date reply due from Third Party:

Reply from Third Party received (date):

Reminder issued (if necessary) (date):

Direct contact made as no response from Third Party (date):

Further Comments / Actions Taken:

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## **Complaint Handling Procedure**

This procedure applies to complaints about services supplied by Dance Resource Base or a Member organisation/individual of Dance Resource Base

### **1. Complaints made by telephone**

Complaints should be directed to the most appropriate officer directly connected with the subject of the complaint. In general, this should be Dance Resource Base's most senior staff member, the Complaints Officer (CO). Where the complaint is about that staff member, then the complaint should be directed to the Chair of the Board or the Board Member nominated by the Chair to deal with complaints.

The CO should try to resolve the issue as soon as reasonably practicable. If the complainant is not satisfied with the answer given by the CO, they should be advised that the next step is to make a formal complaint in writing to the Dance Resource Base Board of Directors.

The CO should register the complaint on the "telephone complaints template" on the public server. The complaint should be registered whether resolved or not.

### **2. Complaints made in writing**

Complaints made in writing (letter or e-mail) should be forwarded immediately to the CO. The complaint will be acknowledged and will be logged as a formal complaint.

The CO will inform the relevant Director of the complaint, ie the Chair of the Board or the Board Member nominated by the Chair to deal with complaints. The Chair/Board Member will decide whether or not the complaint is to be handled in-house or whether it needs to be passed to the relevant Member for action if it relates to that member.

If the Chair/Board Member decides that this is an in-house matter, the complaint will be handled by the Dance Resource Base Board of Directors.

If the Chair/Board Member decides that this is a matter for the Member to resolve then a copy of the complaint will be forwarded to the Member TPO in a timely manner. The covering letter will ask the Member to deal with the matter and reply directly to the original complainant, copying the CO in on the answer. Dance Resource Base cannot dictate to a Member the timeframe within which it should reply to complaints. However, if a copy of the reply is not received from the Member within one month, the CO will issue a reminder. The Member reply will be passed to the Director for information and filed by the CO. If the Member fails to provide a copy of the reply following a reminder, the CO will contact the Member directly to establish the position.

Where the complainant wishes to remain anonymous in relation to a complaint about a Member, Dance Resource Base will endeavour to do so where possible subject to the subject of the complaint relating to a situation that requires immediate communication to the Police or Social Services. All correspondence will be between the Member and Dance Resource Base in this situation. The same process as above will apply.