

Sunderland Culture Complaints Procedure October 2020

DISTRIBUTION: all staff and volunteers of Sunderland Culture; Sunderland Culture Board of Trustees; Sunderland Culture website.

Approved by	Keith Merrin, Chief Executive, Sunderland Culture
Signature and date	
Next review	October 2021

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1. Introduction

1.1 Purpose

Sunderland Culture is committed to delivering a high-quality cultural programme of activity for all its users.

Sunderland Culture aims to continuously improve its offer and its standards, offering an exceptional experience. Actively seeking feedback and comments from participants, visitors and artists, and reviewing this feedback, enables Sunderland Culture to achieve its aim of “improving the lives of everyone in Sunderland through culture”.

1.2 Scope

This procedure applies to all staff and volunteers of Sunderland Culture and the activities they deliver.

1.3 Procedure Revision Cycle

This procedure will be reviewed annually, or as necessary due to a change in policy and regulations, working practices, or new circumstances. Head of Business and Operations will be responsible for undertaking this review.

2. Aims of the procedure

To ensure any complaints relating to Sunderland Culture activities are dealt with:-

- Effectively
- Fairly
- In confidence, and
- In a timely manner.

3. Process for managing complaints (see Appendix 1)

3.1 Stage 1 – Informal

Sunderland Culture will always endeavour to deal with a complaint informally in the first instance. An individual wanting to make a complaint should approach the relevant member of staff, e.g. a person involved in the activity, to discuss why they are not happy with the service or the member of staff.

3.2 Stage 2 - Formal Complaints

If the situation cannot be satisfactorily resolved, then the next stage is to make a formal complaint, outlining all the details in writing.

This should be emailed to Amy Martin, Administrator on amy.martin@sunderland.ac.uk

Or the complaint can be posted to:-

Amy Martin
Sunderland Culture
c/o National Glass Centre
Liberty Way
Sunderland
SR6 0GL

Sunderland Culture will respond within 5 working days to confirm receipt of the complaint.

Sunderland Culture will investigate the complaint, take any necessary action and send a written reply within 28 working days.

In the event that the complaint needs more investigation, and this is likely to take more than 28 working days, Sunderland Culture will make this clear in writing.

3.3 Stage 3 - Complaints Review

If Stages 1 and 2 have not brought a satisfactory resolution to the complaint, then the Chief Executive of Sunderland Culture will review the complaint.

The Chief Executive will write within 5 working days to outline:

- they are reviewing the complaint.
- approximately how long it will take them to carry out the review; and
- when they will send out a written reply.

The Chief Executive will aim to complete Step 3 of the complaints procedure within 28 working days.

3.4 Stage 4 – Final Complaints Review

If Stage 3 does not lead to a satisfactory resolution for both parties, then the final stage is for Sunderland Culture Board to review and decide on the way forward on the complaint.

The Chief Executive will write within 5 working days to outline that the Board are undertaking a final review of the complaint and when they will formally respond.

Appendix 1

Stages of the complaints procedure

