

ROUNABOUT - COMMENTS, COMPLIMENTS & COMPLAINTS POLICY

Roundabout invites feedback from all those who we work with or for, and seeks to learn from this and so develop and improve our services.

Comments and Compliments

If you have any comments, compliments and suggestions we would appreciate hearing them. Please email info@roundaboutdramatherapy.org.uk.

These should be responded to wherever appropriate – e.g. permission sought to share on the internet etc, thank for your feedback message sent and some form of acknowledgement of the positive feedback to the staff involved.

Complaints

If an individual or group with which Roundabout works has a formal complaint to make about any aspect of the organisation's work, they are invited to follow the procedure below:

1. They should let the Roundabout Project Directors know as soon as possible, preferably in writing.
 - a) Within seven days of the complaint being received, the complainer will receive a response from one of Roundabout's Project Directors.
 - b) In the event that the issue has not been resolved the complainant will be offered a meeting within a month of the initial complaint with one of the Project Directors and one of Roundabout's Trustees (other than the chair).
 - c) In the event of the complainant continuing to feel that the outcome of this meeting to be unsatisfactory, a meeting will be arranged with the Chair of Roundabout Trustees.
2. The investigation of the complaint will include obtaining relevant information from all parties involved.
3. All complaints processes and decisions will be minuted and shared with the complainant.
4. The complainant will be advised of the decision of the investigating body within one week of that body making the decision.
5. If appropriate, the decisions made by the investigating body will be used to amend Roundabout's work practice.
6. In any investigation or decision made concerning a Roundabout worker the identity of the worker will be kept confidential.

Last reviewed: Feb 2020