

Suffolk Artlink

Comments, Complaints and Compliments Policy & Procedure

1. Introduction

Suffolk Artlink is committed to providing its members and service users with the best possible services which meet their needs and to ensuring that they are treated fairly and with respect.

Comments, complaints and compliments provide feedback about what our members and service users think of our services and this feedback will be used to assist Suffolk Artlink in continually improving its services.

The Grievance Procedure should be followed by an employee (paid or unpaid) who wishes to raise a grievance.

In this Policy and Procedure, references to "Director" include all or any of the Co-Directors if at such time the position of Director is filled under a job-share arrangement.

Comments

A comment is defined as being an idea, suggestion or opinion on how Suffolk Artlink could improve its services.

If an individual wants to make a comment on Suffolk Artlink's work, this may be done either verbally or in writing.

If an individual wants a verbal comment to be dealt with in accordance with this Policy, rather than being seen as an informal matter, this must be made clear at the time the comment is being made.

When a comment is received, it will be recorded by the General Manager to ensure it is tracked and responded to within the specified timescales.

The General Manager will pass the comment to an appropriate member of the Organisation, who will reply to the person making the comment within ten working days. The reply will include details of any action which Suffolk Artlink is to take as a result of the comment.

Complaints

Operational issues should be dealt with in the first instance informally by the relevant Project Officer wherever possible. If an individual has an issue which is not resolved informally they may make a formal complaint.

A complaint is defined as being any expression of dissatisfaction with the service that Suffolk Artlink provides, whether it is justified or not.

If an individual wants to make a complaint about Suffolk Artlink's work, this must be done in writing and the complaint should be sent to the Director / Co-Directors or the Chair of the Trustees / Co-Chairs of Trustees if the complaint is about the Director / Co-Director. Individuals should address their complaint to the Director or the 'Chair of the Trustee Board', Suffolk Artlink, Units 13 & 14, Malt Store Annex, The Cut, 8 New Cut, Halesworth, IP19 8BY and mark the envelope 'Private and Confidential'.

When a complaint is received, it will be recorded by the Director or Chair of Trustees to ensure it is tracked and responded to within the specified timescales.

The process for dealing with complaints is:

The Director or Chair of Trustees will acknowledge receipt of the complaint in writing within ten working days and advise the complainant of the date by which they will be sent a written response.

The timescale for responding to the complainant will depend on the nature of the complaint and scale of the resultant investigation into the circumstances which led to the complaint being made.

The Director or Chair of Trustees will keep the complainant informed of progress if a response to the complaint cannot be made within the timescales which were originally set.

The Co-Director will arrange for an investigation into the circumstances which led to the complaint being made. If the complaint is about the Director, then the Chair of the Trustee Board will arrange for the investigation to take place.

Once the investigation is complete the Director or the Chair of the Trustee Board if the complaint is about the Director, will write to the complainant.

This response will, when appropriate, offer an apology and / or a solution to resolve the complaint. This letter will also advise the complainant of their right to appeal against any decision made, and who they should contact to escalate the complaint to the next stage in the procedure.

An appeal may be made to the Chair of Trustees or the Vice Chair if the Chair of Trustees was involved in the original investigation.

The Chair or Vice Chair of Trustees will review whether the complaint has been handled in a fair and reasonable manner and if so the original decision will be upheld.

If the Chair or Vice Chair of Trustees deems that the complaint was not handled in a fair and reasonable manner they may, with the assistance of another trustee or member of staff not involved in the original investigation, reinvestigate the complaint. The response will, when appropriate, offer an apology and / or a solution to resolve the complaint.

Compliments

A compliment is defined as being feedback which informs Suffolk Artlink that it has provided a service well.

If an individual wants to offer a compliment about Suffolk Artlink's work, this may be done either verbally or in writing.

If an individual wants a verbal compliment to be dealt with in accordance with this policy, rather than being seen as an informal matter, this must be made clear at the time the compliment is being made.

When a compliment is received, it will be recorded by the General Manager to ensure it is tracked and responded to, if appropriate, within the specified timescales.

The General Manager will pass the compliment to the appropriate Project Officer who will reply to the person making the compliment, if appropriate, within ten working days.

Contact: Alistair Winch, General Manager, Suffolk Artlink, Units 13 & 14 Malt Store Annex, The Cut, 8 New Cut, Halesworth, Suffolk, IP19 8BY, Tel 01986 873955, email alistair@suffolkartlink.org.uk

Monitoring

A report on Comments, Complaints or Compliments received during the previous three months will be presented to Suffolk Artlink Board of Trustees on a quarterly basis.

Date approved or amended	Signed
7 November 2011	
September 2012	September 2012
September 2013	September 2013
22 September 2014	22 September 2014
14 November 2016	14 November 2016
2 November 2021	2 November 2021
28 July 2025	28 July 2025