

Deep Roots Tall Trees – Complaints Policy and Procedures

Policy

DRTT's values are concerned with meeting the needs of all participants in our activities and any others who have a stake in the organisation. The Board of Trustees believes that constant feedback is an important ingredient in self-improvement and raising standards. Any stakeholder who has concerns or complaints should feel that they can be voiced and will be considered seriously and dealt with fairly.

There are various principles behind this policy:

- There is a difference between a concern and a complaint. A concern is likely to require discussion between the parties involved, and be resolved through conversation. If the concern is not readily resolved by that means, then it could become a complaint. A complaint is an expression of dissatisfaction, which requires a response.
- A complaint is likely to arise when there are issues of physical or emotional wellbeing and security, or when the DRTT's stated values or aims are being ignored.
- A breach of the law will always constitute a complaint.

Complaints Procedure

Any formal complaint should be made in writing, to the Artistic Director.

- The Artistic Director may appoint a senior member of staff who will document and respond to the complaint (names, dates, times, events), and liaise with all those directly concerned.
- DRTT will seek to resolve complaints by informal means, wherever possible.
- Any investigations will be full, swift and fair.
- The relevant parties will be kept informed of progress and the decisions reached.
- Every effort will be made to respect confidentiality.
- Feedback will be actively sought from those voicing complaints, in order to minimise complaints and maximise accountability.
- Complaints of a serious nature will receive a written explanation of the outcome of any investigation following the complaint and any resulting action taken as a result.

Roles and responsibilities of Artistic Director, and other staff

The Artistic Director will ensure that:

- This Complaints Policy and Procedures are made known to all stakeholders.
- All complaints are dealt with in the first instance by himself or a senior member of staff, who will document the complaint.
- All staff are expected to encourage stakeholder who have concerns to follow the complaints procedure.

The Artistic Director will ensure the following:

- If a complainant is not satisfied with the action taken by the member of staff administering the complaint procedure, then the Artistic Director will hear the complaint.
- All complainants have the right to be accompanied when making the complaint (e.g. children and people being accompanied by a parent/carer etc.)

- Where the complaint is against the Artistic Director, the complainant may wish to contact the Chair of the Board of Trustees first.

Arrangements for monitoring and evaluation

All complaints of a serious nature will be documented, and a summary included in the Artistic Directors report to the Board of Trustees, including action taken and with advice on any implications for policies.

Relationship to other policies

This policy should be read in conjunction with all other DRTT policies.

Living Document

Important note. This is a living document and the definitive version is on the DRTT OneDrive system. Updates and amendments should be expected. The Policy will be reviewed on a biennial basis, or to reflect updates in legislation. This Policy is next due for renewal in January 2025.

This version was reviewed in January 2023.