**FREEDOM ROAD CREATIVE ARTS**

**Comments and Complaints Policy & Procedure**

**Comments/feedback/suggested improvements**

We welcome comments and suggestions about the services we offer. It is when you tell us that the service is not working quite right or not quite of the standard you expect that we can do something about the situation.

You can do this in a number of ways:

* By talking to the Freedom Road Creative Arts’ staff member you know or have regular contact with. The staff member will make sure that their line manager and the Chair of Trustees are informed about your views.
* By putting your comments and suggestions in writing and send them to the Complaints Department to the address below
* By e mailing to - info@freedomroadcreativearts.com

If the complaint is about another member of the FRCA staff, it will remain confidential and be dealt with in an anonymous fashion.

**What happens next?**

The Project Manager and the Chair of Trustees will act upon what you tell us as appropriate and inform you of any action taken within 14 working days of receipt.

**Formal Complaints**

There may be an occasion when you wish to make a formal complaint. We aim to resolve these as quickly and efficiently as possible in a personal, fair and confidential way.

If wish to make a formal complaint, please follow the steps below:

1. Write to, or arrange to see the Project Manager. They will be able to visit you at home if you wish. Another person may write or call on your behalf and be with you when you meet the Project Manager
2. If the complaint is about the Project Manager, then a written complaint will be forwarded to the Chair of Trustees. If it is a verbal complaint, the staff member receiving it will record it and forward the record to the chief executive.
3. Your complaint will be acknowledged within three working days.
4. The complaint remains confidential and will be recorded in an anonymous fashion in the FRCA complaint record.
5. The Project Manager will investigate your complaint will investigate your complaint and give you a written response within 28 working days.

You can request that the complaint and any decision made about the complaint should be reviewed. The review will be undertaken by the Chair of Trustees

You will be invited to attend the review, and you are welcome to bring a friend or relative with you, but not your legal representative.

The review will send you a copy of its recommendations, and FRCA board of trustees will receive a confidential summary of your complaint in order to monitor how the complaints procedure is working.

Freedom Road Creative Arts

Hull Music Service

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Hull

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