



Pavilion Dance South West Complaints Policy

Pavilion Dance South West (PDSW) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at PDSW knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of PDSW.

Where Complaints come from

Complaints may come from any person or organisation, who has a legitimate interest in PDSW. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, which should be handled informally via Line Management or formally via the Grievance Procedure.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Executive Director.

Review

This policy is reviewed regularly and updated as required

Adopted on: 24th April, 2015

Last reviewed: 21 June 2022