



## Achieving Results in Communities (ARC)

### Feedback, compliments and complaints policy

#### Overview

Achieving Results in Communities (ARC) welcomes feedback from its project participants, partners, volunteers, and members of our local community. This document explains how we record and act upon this feedback, listening to people's experiences - positive or negative - to make improvements in services.

This policy deals with compliments, complaints and suggestions for improvement. It does not cover complaints relating to safeguarding within projects involving vulnerable adults and children, because there are separate processes for dealing with those issues.

We want to make sure that:

- we hear people's views and experiences of our projects and services.
- we learn from feedback and use it to improve our projects, services and ways of working.
- there are simple and effective ways for people to share their feedback.
- we deal with complaints fairly and consistently.
- people who send us feedback get a full response within the agreed timescales (unless there is a valid reason as to why this is not possible).
- we encourage an open and transparent environment that people trust and engage with.

#### How will we receive complaints, compliments or feedback?

- Verbally: to a member of ARC staff or an ARC Director in person or over the phone
- Email: [admin@arccic.co.uk](mailto:admin@arccic.co.uk)
- Letter: Feedback, ARC CIC, 122 Brunswick Street, Leamington Spa, CV31 1HA.

#### What is a complaint?

Any expression of dissatisfaction about a project or service that requires a response. When assessing what is a complaint, we look at:

- the tone of the correspondence
- whether the person has said they want to make a complaint
- what the issue is and

- what the person would like to happen next.

This is not an exhaustive list and we do consider each issue individually.

## **What is a comment?**

A comment is any feedback sent to ARC following contact with a project or service. This could include a suggestion for project or service improvement or information regarding how well a project or service was delivered.

## **What is a compliment?**

A compliment is an expression of praise to ARC, an ARC project or service, any member of ARC staff or any ARC volunteer. It could include an occasion where assistance given by a staff member or volunteer was above and beyond the standard expected, or a service provided exceeded expectations. When we receive a compliment ARC will record it and share it with the relevant staff or volunteer.

## **Complaints procedure**

- When someone raises an issue, we will check to see whether we should treat it as a complaint under this procedure.
- We will acknowledge receipt of the complaint by email, post or phone within three working days.
- An ARC staff member or director will investigate to try and resolve the issue.
- We will provide a written response within 20 working days, but wherever possible, we aim to respond within 10 working days. If we are not able to do this, we can extend the timescale and we will let the person raising the complaint know.

## **Learning from feedback**

The opinions of project participants, partners, volunteers, and members of our local community are really important to us. We are open to learning from feedback and using it to improve our services. We record compliments, complaints and concerns, discuss them with our Directors, and track the learning and changes made as a result of complaints.

## **Review of the policy**

ARC Directors will review this Feedback and Complaints Policy every two years.

Last review: November 2022

Next Review: November 2024