



## Complaints Statement & Procedure

It is policy of *Business to Arts* to take seriously and give careful attention and a prompt and courteous response to any complaints to ensure the development of a high quality service, which meets the needs of our stakeholders. All complaints will be dealt with fairly and confidentially. Our service users and staff will be made aware that there is a complaints procedure in operation and will receive a copy of this complaints statement.

### Complaints Procedure

1. If you wish to make a complaint you should contact the Chief Executive to discuss and hopefully resolve the matter.
2. Should you still feel that the matter is unresolved then the complaint should be put in writing to the Chair of *Business to Arts*.
3. If you wish to make a complaint about the Chief Executive, your complaint should be put in writing to the Chair of *Business to Arts*.
4. A written acknowledgement of the complaint will be sent as soon as possible.
5. If the complaint is related to the behaviour of the staff, the staff member will be informed that a formal complaint has been made and be given the relevant details.
6. If the complaint is related to the conduct of a Director, the Director will be informed that a formal complaint has been made and be given the relevant details. In this case, the Chair acting with the Chief Executive, may set up a working group to investigate the complaint.
7. A request may be made in writing to have the complaint heard by a wider group. The Board of Directors will set up a working group to investigate the complaint.
8. Membership of a complaint-related working group will not compromise any person directly involved in the complaint or related to the complaint, the relevant Staff member(s) or Director.
9. The outcome of the complaint must be concluded within a month (where possible).
10. An agreed written record of the meeting and, where appropriate, a formal letter of the outcome will be issued, within a reasonable period following the meeting.
11. In instances where the complaint involves the welfare of a child/children, the information should be made known as stated in *Business to Arts*' Guidelines for the Protection & Welfare of Children & Young People, which can be found on <https://www.businessstoarts.ie/about-us/>
12. Confidentiality is of the utmost importance to *Business to Arts* when dealing with complaints.
13. *Business to Arts* will make sure that your interactions with us in the future are not negatively impacted because you have made a complaint.
14. If you are making a complaint on behalf of a third party, we will need agreement from the third party to act on their behalf.
15. Depending on the nature of the complaint the following procedures may also be followed:

### Code of Behaviour

If there is a breach of the 'Code of Behaviour' by staff or of the 'Code of Conduct' by a Board Member, i.e. poor practice, the disciplinary procedure may be invoked by the Board of Directors of *Business to Arts*.

- Staff members should refer to employment contracts for employee behaviour requirements.
- The Board of Directors should refer to *Business to Arts*' 'Code of Conduct'



### Reporting Procedure

If there is a complaint alleging abuse of a child or young person by any staff / volunteer etc. The reporting procedure contained in our 'Guidelines for the Protection & Welfare of Children & Young People' will be followed. (See [businessstoarts.ie/about-us](https://businessstoarts.ie/about-us))

### Allegations of Abuse Against Staff

If there is an allegation of abuse of a staff member, a full investigation will take place and a disciplinary procedure in relation to the staff member may be invoked / followed.

<b>This Complaints Statement and Procedure was adopted at a meeting of the Board of <i>Business to Arts</i></b>	
By:	Date:
Chair / Secretary	