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## Cambridgeshire Expressive Arts and Counselling Centre C.I.C COMPLAINTS POLICY 2023

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### 1. PURPOSE OF THIS COMPLAINTS POLICY

- 1.1 Cambridgeshire Expressive Arts and Counselling Centre C.I.C (CEAACC) welcomes and encourages feedback of all kinds from our customers. If you have a complaint about our therapeutic services, our customer service, or about our employees (subcontractors), not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.
- 1.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
  - 1.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about CEAACC/our therapeutic services, our customer service, or our employees (subcontractors);
  - 1.2.2 To ensure that everyone working for or with CEAACC knows how to handle Complaints made by our customers;
  - 1.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
  - 1.2.4 To ensure that important information is gathered from complaints and used in the future to avoid such a situation arising again.

### 2. WHAT THIS COMPLAINTS POLICY COVERS

- 2.1 This Complaints Policy applies to the provision of therapeutic services by CEAACC, to our customer service and to our employees (subcontractors).
- 2.2 Complaints may relate to any of our services and may include (but not be limited to):
  - 2.2.1 The quality of customer service you have received from CEAACC.
  - 2.2.2 The behaviour and/or professional competence of our employees (subcontractors).



### 3. MAKING A COMPLAINT

- 3.1 All Complaints, whether they concern our therapeutic services, our customer service, or our employees (subcontractors), should be made in one of the following ways:
- 3.1.1 In writing, addressed to Eleanor Port-Burke, CEAACC Director, Walsingham Chambers, Butcher's Row, Ely, CAMBS, CB7 4NA.
  - 3.1.2 By email, addressed to Eleanor Port-Burke, CEAACC Director at [CambridgeshireExpressiveArtsandCounsellingCentre@mail.com](mailto:CambridgeshireExpressiveArtsandCounsellingCentre@mail.com)
- 3.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
- 3.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your complaint is handled);
  - 3.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
  - 3.2.3 If you are making a Complaint about a particular transaction, the invoice/reference details.
  - 3.2.4 If you are making a Complaint about a particular employee (subcontractor), the name and, where appropriate, position of that employee.
  - 3.2.5 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
  - 3.2.6 Details of any documents or other evidence you wish to rely on in support of your Complaint;
  - 3.2.7 Details of what you would like CEAACC to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)



## 4. HOW WE HANDLE YOUR COMPLAINT

4.1 Our aim is to always resolve Complaints to your satisfaction.

Upon receipt of your Complaint, the Director identified above in Section 3.1 (Eleanor Port-Burke) will log the Complaint in our Complaints Log and will acknowledge receipt of it in writing within 7 working days, giving you a Complaint Reference.

4.1.1 When we acknowledge receipt of your Complaint we will also provide details of your Complaint Handler/ Director.

4.1.2 If your Complaint relates to a specific employee/subcontractor, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee (subcontractor) in question should take place only via the Complaint Handler and we respectfully ask that you do not contact the employee/subcontractor in question directly concerning the Complaint while we are working to resolve it.

4.1.3 If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

4.1.4 We aim to resolve complaints within 3 working weeks, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

4.1.5 We will provide you with our conclusions from the investigation, and any action taken as a result.



## 5. CONFIDENTIALITY AND DATA PROTECTION

- 5.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees (subcontractors) of CEAACC who need to know in order to handle your Complaint.
- 5.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting Eleanor Port-Burke, Director, whose details are provided above in Section 3.1.
- 5.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.

## 6. QUESTIONS AND FURTHER INFORMATION

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact Eleanor Port-Burke, Director at CEAACC, or by email at: [CambridgeshireExpressiveArtsandCounsellingCentre@mail.com](mailto:CambridgeshireExpressiveArtsandCounsellingCentre@mail.com)

## 7. POLICY RESPONSIBILITY AND REVIEW

- 7.1 Overall responsibility for this Complaints Policy within CEAACC and the implementation thereof lies with Eleanor Port-Burke, Director.
- 7.2 This Complaints Policy is regularly reviewed and updated as required.
- 7.3 This Complaints Policy was adopted on 01/04/2017
- 7.4 This Complaints Policy was last reviewed on 10/01/2023.

Signed: 01/01/23