

COMPLAINTS POLICY

LAST UPDATED 08/09/2021

Our complaints policy

We are committed to providing a high-quality service to the public and our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact the member of staff most relevant to which the complaint is being made (staff or director) with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to our director(s).

What will happen next?

- We will send you a letter or email acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint.
- A member of staff will then invite you to a meeting to discuss and hopefully resolve your complaint. She/he will do this within 14 working days of sending you the acknowledgement letter.
- Within three working days of the meeting, the member of staff will write to you to confirm what took place and any solutions she/he has agreed with you.
- If you do not want a meeting or it is not possible, the company director (s) will send you a detailed written reply to your complaint, including her/his suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.
- At this stage, if you are still not satisfied, you should contact us again and we will arrange for company director(s) to review the complaint.

We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

POLICY REVIEW DATE: 08/09/2022

Signed: Caz/Caroline Hoar (Director)

Signed: Tracey Wills (Director)

If you have any enquires or concerns in relation to this policy and procedures, please contact **Creative Arts Therapy CIC directors** at:

Info@catdevon.org.uk

Creative Arts Therapy Devon CIC

c/o The Living Room, 55 Fore street, Buckfastleigh, Devon.

Creative Arts Therapy Devon CIC is a community interest company (Company No. 13080646)