



Interim Complaints Procedure

August 2023

KEAP, The Writers' Block and The Story Republic strive to provide an excellent service for everyone we work with. As well as a chance to review our practise and make any necessary changes, should they be appropriate, we view any concern raised as an opportunity to learn and improve for the future.

We are currently developing a new Complaints Policy and Procedure for members of the public who use our services. This must be reviewed and adopted by our board of trustees before being published on www.keap.org.uk and www.thewritersblock.org.uk We aim for this to be in place by 1 November 2023.

In the interim, the following procedure is in operation:

Informal expression of concern

This is not a formal complaint. It can be made verbally to a team member or workshop leader, or emailed to info@keap.org.uk

- If you speak to a team member about your concern, they will write it down immediately and read it back to you to ensure that they have understood it correctly.
- Following the expression of concern, the team member will endeavour to resolve the issue at the time that it is raised, especially if this is in person.
- Should it not be possible to address the issue immediately, it might be necessary to arrange a meeting, or a telephone call, for further consideration, with an appropriate member of the staff team
- Once your concern has been answered, or a resolution suggested, the team member will ask if you are satisfied with the outcome. If not, your concern will be forwarded to a member of KEAP's Senior Leadership Team for their consideration. They will respond to you with their findings, usually by email.
- If the Senior Leadership Team has not been able to resolve the matter, they will contact you to discuss next steps.

Please note:

- The team member will always report the expression of concern to senior management, for future reference.
- As well as a record of the concern itself, a description of the actions taken, and details regarding future contact, will also be noted. These will be kept electronically and securely on the KEAP system.

Kernow Education Arts Partnership

www.keap.org.uk

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Complaint

If you have a more serious issue, or you wish to escalate an informal expression of concern, you can make a formal complaint.

- Where possible, this should be done in writing to the Director amanda.harris@keap.org.uk
- You may also make a complaint verbally to a senior member of staff, although they are not always on site. The senior members of staff are:
Amanda Harris, Director amanda.harris@keap.org.uk
Helen Reynolds, Development Manager helen.reynolds@keap.org.uk
- The member of staff will write down the details of your complaint immediately, and read it back to you to be sure they have understood it correctly.
- On receipt, the Director will investigate the complaint and respond to you with their findings. They may delegate the investigation, should that be more appropriate.
- The response will always be made in writing, and communicated by email, where possible. A phone call may also be made to you, if this is appropriate.
- You will be invited to discuss the issue further if you are unhappy with the actions or recommendations made in response to your complaint.
- If the issue has not been addressed to the satisfaction of both parties, it will be referred to the Chair and/or the KEAP Board for investigation.
- A record will be made including the concern itself, actions taken, and what methods of contact. These will be kept electronically and securely on the KEAP system.

A Complaint involving serious and potentially criminal allegations

The complaint will be referred to the appropriate authorised body, e.g. Social Services or the Police. If such a complaint is received, once it has been referred to the appropriate authorised body, KEAP will call an emergency Board and Senior Management meeting to review the complaint. The board may undertake an investigation should this be appropriate and not in contravention of any external investigation by the authorised body. The Board will work with the appropriate authorised body as required. Any recommendations would be implemented immediately.