

# Crescent Arts Centre

## Complaints, Compliments & Feedback Policy

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| Authorised by | The Board      |
| Next Review   | September 2026 |

## Introduction

The Crescent recognises and the importance of feedback and values any complaints, compliments and suggestions that participants, audience members, tutors, or other stakeholders might have about any aspect of the service provided.

Complaints, compliments and feedback are all viewed positively as a means of being able to improve services.

The Crescent is proud to engage and work with a significant network of individuals and organisations. Our working principles for addressing complaints (set out below) apply to everyone we connect with. We also recognise that different processes, to reflect different types of relationships, might be constructive. Therefore, the first section of this policy is primarily for customers and audiences and practitioners who experience our activities and programmes.

The second section is most appropriate to our stakeholders/internal business operations.

## Working Principles

This policy describes the principles of complaints handling to be followed and to ensure The Crescent complaints are managed appropriately, thereby leading to greater satisfaction and service quality improvement.

The Crescent has a clear and open complaints resolution process that is accessible to all customers, participants, audience members, tutors and other stakeholders. The aim is to resolve any problems raised by providing a timely, open and honest response, following a thorough investigation of the concerns raised.

Complaints will be dealt with promptly and efficiently, whilst treating the complainant courteously and sympathetically. Any person who complains will not be adversely affected by having made a complaint.

The Crescent will seek to learn lessons from complaints to ensure the quality of services is improved. The process for handling of complaints and for learning from them will be monitored on a regular basis by the Board of Trustees.

The Crescent's management of complaints will adhere to the following principles, including:

- Getting it right
- Being customer focused
- Being open and accountable
- Acting fairly and proportionately

- Putting things right
- Seeking continuous improvement

We can only address matters we are aware of, so would encourage users to raise matters with us directly other than social media for example, as we may not see it.

### **Making a Complaint**

If you are able to address any issues you experience in The Crescent immediately/in person, the best way to do that would be to speak to our Customer Services Team at the Front Desk and we will try to resolve immediately.

We understand this is not always feasible or appropriate, so if you would like to make in writing, please address to the Customer Services Manager:

Email: [esm@crescentarts.org](mailto:esm@crescentarts.org)

Post: Customer Services Manager, Crescent Arts Centre, 2-4 University Road, Belfast, BT71NH

If the complaint is regarding the Customer Services Manager, then the complaint can be sent directly to the CEO at [ceo@crescentarts.org](mailto:ceo@crescentarts.org).

If the complaint is regarding the CEO, then the complaint can be sent directly to the Board in writing, marked as Private and Confidential to:

The Board Chair  
Crescent Arts Centre  
2-4 University Road  
Belfast  
BT1 1NH

Please include:

- Details of your complaint, including any relevant dates, times and name(s) of anyone involved (if known)
- Your contact details (name, address, daytime telephone number and/or email address)

We aim to respond to written complaints within 10 working days of receipt.

Replies that require a more detailed response may take longer, however we will always acknowledge receipt within 10 days.

Where a complainant is dissatisfied with the response from The Crescent, they have the right to appeal to the CEO (where they were not involved in the original investigation) and

the Chair of the Board (where they were) within four weeks.

If the complainant remains unhappy or this stage is not available to them then the complainant can appeal to a panel of the Board who are independent of the original investigation.

Findings of these final stage reviews will be shared with the CEO and the staff and action plans developed, implemented, and monitored to address these.

The Arts Centre will always seek a fair, responsible and swift resolution in line with our aims and objectives as a service provider.

If you would prefer to email, please send to [feedback@crescentarts.org](mailto:feedback@crescentarts.org)

### **Complaints Record Keeping:**

The Customer Services Team will record all complaints received in a central register. All documentation relating to a complaint should be retained for ten years after the last entry in the record. This will be reported on a regular basis to the Board.

### **Compliments:**

It is always great to hear when our team make a difference by providing exceptional customer service throughout their daily duties. It also gives The Crescent Management and Board the opportunity a chance to share and reinforce examples of best practice.

Any mention of specific individuals will be fed back to them and they will be recognised for doing an amazing job.

A copy will always be held as part of The Crescent testimonials and may be used publicly, unless of course you ask us not to.

So please do let us know of any and all compliments for our team, our services or our products either there or then or alternatively by email or post, using the same addresses as above.

### **Feedback:**

Likewise If you have any suggestions or feedback that will help us improve in any way, or maybe some suggestions of how we can add to our programme please again do let us know through any of the channels mentioned above.

### **Solicitor's letters:**

Solicitor's letters will be forwarded to the CEO, acknowledged within 2 working days, and all information gathered in the complaints process transferred to The Crescents' legal advisor.