

BLACKHORSE WORKSHOP

Blackhorse Workshop Complaints Procedure

Scope

This policy sets out how we handle complaints from staff, the public and any service users. The policy covers complaints about Blackhorse Workshop communications, facilities and activities; and the behaviour of all staff, board, volunteers, workshop members and users of the Workshop and Cafe.

Blackhorse Workshop welcomes feedback in all forms, including negative feedback and complaints, and seeks to engage directly and constructively with all feedback and complaints. People may wish to provide feedback instead of making a complaint, this can be done by either speaking to a member of staff at the workshop or by emailing feedback@blackhorseworkshop.co.uk

Accountability

Overall responsibility for the management of complaints lies with the Executive Director. In the case of complaints against the Executive Director, this lies with the Chair of Trustees.

- All complaints against staff or volunteers (with the exception of complaints about the Executive Director) will be discussed and reviewed by the Management Team, who will decide on the appropriate course of action.
- All complaints against the Executive Director will be reviewed by the board of Trustees, led by the Chair.

Complaints against an individual

We ask that complaints about the behaviour of an individual are not raised in front of other users, staff or members of the public.

How to raise a complaint

Staff, service users and members of the public are invited to:

- Raise their complaint with a member of the Management Team in person.
- Email complaints@blackhorseworkshop.co.uk with details of their complaint.
- In the case of complaints against the Executive Director, it is suggested that the complainant email the Chair of Trustees, chair@blackhorseworkshop.co.uk
- Negative comments received through any social media channels will not be treated as a formal complaint and will generally not be responded to.

What to expect if you raise a complaint

All complaints will be responded to directly within 1 month of receipt.

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Registered Company No.: 0869588