

Ashdon Jazz Academy

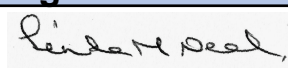

Complaints Policy

2020

Complaints Policy

Profile	
Version:	02
Author:	Patricia Muirhead – Hewitt/ Linda Neal
Applies to:	All Service users of Ashdon Jazz Academy
Date issued:	September 2020
Review date:	July 2023
Review Frequency	3 Yearly
Approval	
Approval person/ Trustee Board:	Policy Trustee AJA Board of Trustees
Approval person overseeing review	Linda Neal - Trustee
Date:	August 2020

Signed by 2 Trustees as approval by the AJA Board of Trustees

Date	Names	Signature
19/08/2020	Linda Neal	
25/08/2020	Pauline Thomas	

General statement

Ashdon Jazz Academy aims to provide its members, organisations and individuals with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition.

If you have a complaint, we would like you to tell us about it.

This is what you should do:

1. If you have a complaint to make, it should be made to the Patricia Muirhead-Hewitt (PMH),(CEO) who will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied after raising it with PMH, you should make a formal complaint.
3. Your complaint should be made in writing, marked "Private & Confidential", and sent to Patricia Muirhead- Hewitt (CEO) who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, Ashdon Jazz Academy can arrange this for you.
4. PMH shall - in consultation with the Chair of the Trustee Board - investigate the complaint. (See separate check list).
5. PMH shall communicate the results of the investigation to you within a reasonable time - normally 21 days.
6. If dissatisfied with the results of the inquiry, you have the right to put your case in writing or personally to a panel comprising at least three members from the Ashdon Jazz Academy Trustee Board. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present)
7. The decision of the panel will be final

8. Where appropriate, Ashdon Jazz Academy will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
9. All formal complaints and the response made by the charity will be recorded and filed in a secure place.
10. The Trustee Board shall be informed by PMH at the first available meeting, the number and nature of any formal complaints and their outcomes, and consideration will be given to the implications these have for the planning and management of future services annually, as part of Ashdon Jazz Academy's self-evaluation.

If a complaint relates to the Designated Person read HR Trustee for PMH throughout this policy.

Ashdon Jazz Academy's complaints procedure will be publicised to organisations and

individuals who use its services by Patricia Muirhead Hewitt

The Designated Person would normally be the most senior paid staff member or nominated Trustee.

This policy will be kept electronically and a signed hard copy kept at the Ashdon Jazz Academy Office

Checklist for the Review and Approval of Procedural Documents

Title of document being reviewed	Yes/No/ Unsure	Comments
1. Title		
Is the title clear and unambiguous?	YES	
Is it clear whether the document is a guideline, policy, protocol or standard?	YES	
2. Rationale		
Are reasons for development of the document stated?	YES	
3. Development Process		
Is the method described in brief?	YES	
Are individuals involved in the development identified?	YES	
Has a reasonable attempt has been made to ensure relevant expertise has been used?	YES	
Is there consultation with stakeholders and users?	N/A	
4. Content		
Is the objective of the document clear?	YES	
Is the target population clear and unambiguous?	YES	
Are the intended outcomes described?	YES	
5. Evidence Base		
Are any key references cited (if appropriate)?	N/A	
Are any local/organisational supporting documents referenced?	N/A	
6. Approval		
Does the document identify which committee/group will approve it?	YES	
7. Dissemination and Implementation		

Is there an outline/plan to identify how this will be done?	YES	
Does the plan include the necessary training/support to ensure compliance?	YES	
8.Document Control		
Does the document identify where it will be held?	YES	
9. Review Date		
Is the review date identified?	YES	
Is the frequency of review identified? If so, is it acceptable?	YES	
10. Overall Responsibility for the Document		
Is it clear who will be responsible for coordinating the dissemination, implementation of the documentation?	YES	
Is it clear who will be responsible for overseeing the review of the documentation?	YES	

