

Complaints Procedure

1. Standard

Circus Central strives for high standards in all aspects of our work. Using the policies and procedures in place we aim to be fair at all times, providing satisfaction to anyone using our services. The staff and associates who represent the organisation are committed to high standards of conduct and service at all times. This policy will be made available to members of the public on request.

These internal procedures do not replace or detract from the right of employees or associates to pursue complaints under any relevant discrimination legislation.

Every effort will be made to ensure that employees or associates making complaints will not be victimised. Any complain or victimisation will be dealt with seriously, promptly and confidentially.

1.1 Should complaints arise it is Circus Central's policy to deal with these complaints quickly and efficiently.

1.2 A complainant is defined as a user of Circus Central's services who is unhappy with the services that they have received.

1.3 Complaints may be made either verbally or in writing, and the procedures are as follows:

2. Verbal complaint

The complainant should ask to speak to the most senior member of staff available. The senior member of staff will take details of the complaint, identifying both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Any complaint against an individual will be dealt with in a confidential manner. If the complaint is against a senior member of staff, the complainant may either speak to a different senior member of staff or request to talk to a member of the Board of Trustees.

3. Written complaint

The complainant should write to a senior member of staff giving full details of their complaint, and if appropriate, who their complaint relates to.

4. Company policy for dealing with complaints

4.1 All complaints, written or verbal, are logged and a senior member of staff will formally acknowledge receipt of the complaint, and provide a written response to the complainant within 4 working days. Where necessary the written response will detail any further course of action. Where it is not possible to provide a full response within this time frame, a letter will be sent to the complainant outlining progress and indicating when a response is likely to be forthcoming.

4.2 If the complainant is satisfied with the response, the matter will be considered to have been closed. If the complainant remains dissatisfied with the response, or the course of action, they can appeal to the Chair of Circus Central's Board of Trustees.

4.3 The chair will review the complaint and either decide that the action proposed is adequate or that a different course of action should be taken. The outcome of this review will be communicated in writing to the complainant within 15 working days of the appeal being lodged.

4.4 If the matter remains unresolved, the complainant has the right to consult a third party arbitrator and an agreed process will be put in place.

4.5 The complaints procedure is reviewed annually by the Board of Trustees or at shorter intervals should legislation of good practice require it.