

# Complaints Policy

---

## Purpose

ID Derby strives to provide the highest quality services to all customers, clients and stakeholders. However, we also acknowledge that sometimes, things can go wrong. This policy outlines how complaints are handled to ensure concerns are addressed fairly, promptly and transparently.

## Scope

This policy applies to all customers, clients, service users, or stakeholders who wish to raise a concern or complaint about the organisation's services, staff, or practices.

## Definition of a Complaint

A complaint, for the purpose of this policy, is defined as an expression of dissatisfaction, whether justified or not, about any aspect of the organisation's operations.

## How to make a Complaint

ID Derby will always seek to improve our services and welcome feedback. We hope that we always provide satisfactory services for our customers, but in the event a concern or complaint needs to be raised with us, you can do so by the following methods:

- Via email to [info@idderby.co.uk](mailto:info@idderby.co.uk)
- Via phone to 07759 758613
- Via our website 'Contact Us' page at [Contact us Mailing List Listening to your stories through the Arts](#)
- In writing to our Office Address, which is  
**41 Leopold Street, Derby, DE1 2HF**

We request that, when possible, our Complaints Form is completed and submitted to support our organisation to effectively handle your complaint. This can be found in Annex 1 – Complaints Form, or can be sent to you upon request.

## Complaint Handling Process

### 1. Acknowledgement

Your Complaint will be formally acknowledged within 5 working days of receipt. You will be allocated an appropriate staff member/director to liaise with you for the duration of the complaints process. Who this is assigned to will be dependent upon the nature of the complaint and/or who the complaint relates to.

# Complaints Policy

---

## **2. Investigation**

An investigation of the complaint will commence, using the procedural structure found in Annex 2 – Complaints Procedure Overview.

## **3. Response**

A formal response is provided within 10-20 working days.

## **4. Escalation**

If unsatisfied, the complainant can escalate to the Board of Directors, or an external body (i.e. Ombudsman, Registering Bodies).

## **Confidentiality**

All complaints will be handled confidentially and in accordance with data protection laws and our GDPR Policy.

## **Monitoring and Review**

Complaints are logged and reviewed regularly to identify trends and improve services.



# Complaints Policy

---

## Impact of the Issue

How has the issue impacted you? (you may include additional pages if required)

*Optional: emotional, financial, physical or service-related impact*

## Resolution Sought

What outcome would you like to see? (you may include additional pages if required)

*e.g. apology, explanation, service change, compensation, other*

## Supporting Documents

- I have attached supporting documents (emails, letters, photos, etc.)

## Consent and Declaration

- I confirm that the information provided is accurate to the best of my knowledge.
- I consent to the organisation using this information to investigate my complaint.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Complaints Policy

---

## Annex 2 – Complaints Procedure Overview

### Receipt and Acknowledgment

The complaint is formally received via email, phone, online form, or in writing.  
The organisation acknowledges receipt within a set timeframe (5 working days)

### Initial Assessment

Determine if the complaint falls within the scope of the complaints policy.  
Assess the severity, complexity and potential impact of the complaint.

### Assigning an Investigator

A neutral and qualified staff member\* is appointed to lead the investigation.

Conflicts of interest are avoided to ensure partiality.

(\*Please note that as a small business, this may require complaints being escalated to our Board of Directors to be handled.)

### Gathering Evidence

Collection of relevant documents, communications and records.

Interviewing of relevant persons (i.e. complainant, staff members, witnesses).

Review of policies, procedures and any applicable regulations.

### Analysis and Findings

Evaluate the evidence objectively.

Identify whether the complaint is substantiated, partially substantiated or unsubstantiated.

Consider systemic issues or patterns if applicable.

### Resolution and Response

Provide a written response to the complainant detailing:

The findings

Any actions taken or planned

Appeal or escalation options.

### Follow-up

Implement corrective actions if needed.

Monitor outcomes and ensure improvements are sustained.

Log the complaint for future review and trend analysis.

# Complaints Policy

---

Policy created by:	Rae Scudder	Date: 20.12.2024
Approved by:	Rosemary Peberdy	Date: 20.12.2024
Review Date Due		Date: 20.12.2025
Reviewed by	Rae Scudder	Date: 16/12/2025
Review Date Due		Date: 20.10.2026