



## Complaints Policy

### Complaints, Compliments and Comments Procedure

Chuckle Productions aims to provide high quality services for all our young people and families. It is important that they can express their feelings and experiences of the services we provide. These can be both good and bad. If we know what your experience is, we can build on what we are doing well and introduce changes where they are needed. This will help us improve the service for all. You might want to complain, give us a compliment, or make some comments about the service you have experience of.

A complaint is... When a young person, a parent or a member of the public is unhappy with a service they have received.

A compliment is... When you tell us about a service you have received that you are particularly pleased with. We can then tell staff of your appreciation.

We are always delighted when you take the time to contact us about a good experience you have had.

A comment is... When you want to tell us your point of view about the services we provide. Your points could help us consider how we deliver services and may help us make changes that will benefit everyone.

Who can make a complaint, comment, or compliment? Anyone who receives a service or enquires about a service can use the Complaints, Compliments and Comments Procedure. Or you may prefer to have someone complain on your behalf.

How do I make a comment or compliment? You can make your comment or compliment in the following ways:

By e-mail: **You can e-mail [sharon@chuckleproductions.org](mailto:sharon@chuckleproductions.org)**

By post: send us a letter, or complete the Comments, Complaints and Compliments form, available on request from the main office.

Letters should be addressed to the Directors. By telephone: you can phone on 07580 016993/ 07837 741510

Chuckle Productions Limited, The Chuckle House, Unit 10, Stone Enterprise Park, Emerald Way, Stone, Staffs, ST15 0SR Telephone: 07837 741510 - Email: [fun@chuckleproductions.org](mailto:fun@chuckleproductions.org).  
[www.chuckleproductions.org](http://www.chuckleproductions.org)

Directors: Sara Christie (Creative); Sharon Hodson (Operations) Pam Cole (Non-Executive)

Philippa Unett (Funding) Registered in England: 7097079



We hope that you will always be satisfied with our service and look forward to receiving your feedback.

If we get it right or wrong, we would like to know. Your feedback is particularly important to us, so if you have any questions or need assistance with our Comments, Complaints and Compliments form, please do not hesitate to contact us.

This Procedure is available to young people, parents / carers at any time, and members of the public via email.

The Informal Complaints Procedure If you have a complaint, then the first course of action will be to informally raise the matter with the Directors. It is hoped that matters will be able to be resolved to your satisfaction at the informal stage.

### **Complaints, Compliments and Comments Procedure**

Where you feel that it is not appropriate to seek to deal with the matter in an informal way, or where you feel, the informal route has failed to adequately resolve your complaint, then you may use Chuckle Productions formal complaints procedure.

#### **The Formal Complaints Procedure**

There are two stages to Chuckle Productions formal complaints procedure:

##### **Stage One:**

The first step is to let us know what the problem is. This must be done in writing (letter or Complaints Form), or by e-mail. You must provide detail about:

- You or your organisation
- The nature of the problem, what has happened, how this came about, significant dates, how it has affected you and what you think should be done to put things right on receipt of your complaint, we will consider the action to be taken, depending on the nature of the problem.

You will receive written acknowledgement within 5 working days of receipt of the information, and an initial response within 10 working days offering a resolution or explaining the procedures that apply and the likely timescale for this.

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## **Stage Two:**

If you are unhappy with the outcome, you may ask for the matter to be considered further. Chuckle Productions will convene a hearing in front of a panel of 3 people that were not involved in the original consideration of the complaint. This panel will be appointed by the Directors and will include one person who is independent of the management and running of Chuckle Productions. You will receive notification of the hearing within 5 days of the initial request and not less than one week prior to the hearing. Where appropriate, parents of the complainant can attend and be accompanied to the hearing. Any findings and recommendations made by the panel will be communicated to all concerned within 10 working days of the hearing. This will be the final stage in the complaint's procedure, but this does not affect your right to contact the local authority should you choose to do so. All records of complaints will be kept along with any associated statements and correspondence. These will be kept confidential and will be shown to relevant authorities and statutory bodies on request.

This policy is used in conjunction to the Safeguarding policy (2019) adopted on 18.06.19 and is reviewed annually.

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**Comment, Complaints or Compliment Form**

When you have completed this form, please forward to:

Chuckle Productions, Unit 10, Stone Enterprise Park, Off Emerald Way, Stone, Staffs,  
ST15 0SR

or email [sharon@chuckleproductions.org](mailto:sharon@chuckleproductions.org)

Organisations Name:  
(If appropriate)

Name:

Your address:

Post code:

Contact Number/s:

Your comment, complaint, or compliment:

(If you are making a complaint, please tell us what you think went wrong, how it has affected you and what you think should be done to put things right)

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