



MANAGEMENT OF COMPLIMENTS & COMPLAINTS POLICY

Grimm & Co is committed to ensuring that its work is of the highest quality. We believe that through effective management and investigation of comments, compliments and complaints we can identify learning to achieve high quality work and continuous improvement as a charity.

The following principles underpin Grimm & Co's approach to handling complaints and compliments.

- Grimm & Co recognises that compliments and complaints are an important part of customer feedback.
- The procedure is fair, easy and as transparent as possible.
- The procedure is accessible to all regardless of any and all protected characteristics.
- Making a complaint will not harm or prejudice the service that is given to the complainant.
- Concerns and complaints are dealt with efficiently, appropriately and are investigated within the agreed time frame.
- Complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint.
- Complainants receive a timely and appropriate response, identifying the outcome of any investigation.
- Action is taken where necessary in the light of the outcome of the complaint. This might include an explanation or an apology and if relevant and appropriate, information on any action taken.
- Learning from complaints will be used to improve Grimm & Co's work and drive forward a culture of continuous improvement.
- It is very important that every effort is made to ensure anyone making a complaint understands the outcome of their complaint.
- Grimm & Co will recognise peoples reasoning for making a complaint.
- If you have positive comments about our work or how we have helped you, please email info@grimmandco.co.uk so we can track that feedback and act on it where necessary.

Compliments

Compliments are a vital form of feedback ensuring that the Charity retains a balanced



view of all of its user's satisfaction. Grimm & Co receives compliments verbally, in writing and in the form of "tokens of appreciation" to teams, such as, flowers and sweets. Compliments are celebrated by staff and used together with other forms of feedback as a way of learning and continuously improving the services we provide.

Recording compliments

All written compliments should be sent to the dedicated email address info@grimmandco.co.uk or given/sent to a member of staff at Grimm & Co, Emporium of Stories, Ship Hill, Rotherham S60 2HG. The information is then passed to the communications coordinator who will share the information, so that the whole team can celebrate the great work provided by staff, volunteers, associate artists and contractors and it can be recognised with permission on our social media platforms and anonymously for reporting purposes.

Internal compliments from one staff member to another are not logged or reported. Staff-to-staff compliments should be shared within the team by the staff member's line manager and not forwarded to the Communications Coordinator. Staff-to-staff compliments can be recorded in one-to-ones and end-of-year reviews as and when appropriate.

Compliments & Complaints on Social Media

Grimm & Co acknowledges that compliments and complaints may be received via our social media platforms. On these occasions, we will try and respond as soon as possible but it could take up to three working days. Initially, we will contact you on the public forum of the social media platform to let you know we have received your complaint and ask how we can help you. We will then provide you with an email address that can help take your complaint forward. Please see the different stages below.

As a charity we have the right to protect our reputation therefore any complaints/comments made on any of Grimm & Co's social media accounts that are deemed to be inappropriate, illegal, discriminatory, untruthful, not factual or single out an individual employee may be;

- removed
- reported to the social media platform
- ban or block users from any further engagement with the charity
- Take legal advice and report matters to the police where appropriate.

Making a complaint about Grimm & Co or Grimm & Co shop - The Apothecary to the Magical or the café - The Feastery



When receiving a complaint about any of Grimm & Co's services, there are three stages that can be used to try to resolve the problem. If a complaint is about the Founding Chief Executive, then it should be addressed to the Chair of the Board of Trustees (marked private and confidential), which is ultimately responsible as trustees of the charity.

Stage One (Informal)

- To make an initial complaint (Stage 1), please speak to or email the individual(s) concerned or their line manager and we will endeavour to satisfy your complaint and let you know of any remedial action that is to be taken.
- If you don't know who to contact or do not wish to contact the individual involved, please email info@grimmandco.co.uk
- All complaints will be acknowledged by the member of staff to whom you communicated your complaint or by a manager within three working days from the date it is received.
- In order for us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.
- We will respond to Stage 1 complaints within 7 working days

Stage Two (Formally registering a complaint)

- If you are not satisfied with the response you receive at Stage 1, or you would prefer your complaint to be formally investigated, you can request your complaint to be escalated to Stage 2, either through your contact at Stage 1, or directly to the Deputy Chief Executive.
- Please submit the details of your complaint verbally by telephone or in person, or by emailing info@grimmandco.co.uk or in writing FAO The Deputy Chief Executive, Grimm & Co, Emporium of Stories, Ship Hill, Rotherham S60 2HG.
- Your complaint will be acknowledged within 3 working days of receiving it.
- A Head of Department will be assigned to investigate your complaint and you will receive a full written response within 20 working days from the date of the acknowledgement.
- If you are not satisfied with the response to your complaint, you will be given the opportunity to speak to the Founding Chief Executive at Grimm & Co and given the option to appeal (Stage 3).

Stage Three (Appeal)

- To appeal, please outline the reasons for your dissatisfaction in writing or electronically to the Founding Chief Executive.



- This will be the final decision of the complaints process and will ensure the Founding Chief Executive has reviewed the investigation, made any further enquiries and then delivers the reason for the final decision.
- The Founding Chief Executive will write within 30 working days of receiving the appeal
- Crisis Communications may need to be discussed at this point in time. *Policy No: GO736 Crisis Communications Policy*

Stage 4 Review of the process

- If you have exhausted stages one to three of the complaints procedure and are not satisfied that we have followed our process properly and dealt with their complaint fairly, you can request a review of the process.
- You can do this in writing or electronically to the Chair of the Board of Trustees if it is about the Founding Chief Executive to request a review of the complaints handling process.
- The decision of the process review will be final. The Chair will communicate in writing within 30 working days of receiving the appeal.
- This complaint may need to be escalated to outside agencies.

Fundraising Regulator

If you are dissatisfied with Grimm & Co's response to your fundraising complaint you can contact the Fundraising Regulator (FR) (<https://www.fundraisingregulator.org.uk/>) to access their independent complaints procedure.

Charity Commission

If you are dissatisfied with Grimm & Co's complaints process, you can contact the Charity Commission, who may be able to advise on the matter. The Charity Commission can be contacted at:

http://www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx

Recording Complaints

All complaints, relevant correspondence and future actions, will be filed confidentially in the Complaints Folder in the Senior Management Team section of SharePoint.

Data Protection



All compliments and complaints will be recorded in line with the General Data Protection Regulations, [UK GDPR guidance and resources | ICO](#) . Permission will be sought before publishing anything on our Social Media Platforms.

This is a controlled document. It should not be altered in any way without the express permission of the policy owner or their representative. On receipt of a new version, please destroy all previous versions. If you are reading a printed copy of this document, you should check Grimm & Co's SharePoint filing to ensure that you are using the most current version.