



## HEART – Headingley Enterprise and Arts Centre

### Compliments and Complaints

#### **Our compliments procedure**

There are many instances where HEART is complimented on the broad range of services it provides to the community, often in the form of a follow up phone call, or verbal or written thank you. These occasions highlight when HEART has met or exceeded customer expectations. Information about compliments HEART receives often goes unrecognised because, unlike complaints, they require little action. However HEART values its staff and compliments are an important feedback mechanism to organisational performance as well as a good sign of an engaged and active community.

#### **Why compliments matter**

Compliments are welcomed because they:

- Indicate which HEART services and programs that citizens value.
- Assist in recognising staff or volunteers who provide exceptional customer service in their daily duties and ultimately recognise staff and volunteers who demonstrate HEART's values of Balance, Harmony and Quality.
- Provide HEART management and Board the chance to share and reinforce examples of best practice in serving the community.
- Build morale and recognise a job well done across a diverse workforce.

All compliments will be passed to the Centre Manager, and identified compliments will be dealt with in the following manner: HEART will ensure any compliment received is recorded in our files. Where there is a mention of a specific staff member this will be explained to that individual and recognised appropriately. A copy of this recognition will be placed on their personnel file. Letters of appreciation from organisations and individuals will be displayed in a public area unless you ask us not to.

#### **How to provide a compliment**

Compliments can be sent to:

The Centre Manager,  
HEART, Headingley Enterprise and Arts Centre,  
Bennett Road,  
Headingley,  
Leeds  
LS6 3HN

or emailed to: [centremanager@heartcentre.org.uk](mailto:centremanager@heartcentre.org.uk) or sent through an online feedback form at [www.heartcentre.org.uk](http://www.heartcentre.org.uk); or made in person at HEART.

## **Our complaints procedure**

Headingley Enterprise and Arts Centre (HEART) is committed to providing good quality services. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

### **We will deal with your complaint**

We do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

### **How to complain**

#### *Step 1: Contacting us*

The first step is to talk to a member of HEART staff. This can be done quite informally, either directly or by telephone.

We will try to resolve the problem on the spot if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern, your contact details and pass this on to the Centre Manager. They will normally contact you within five working days or we will make some other arrangement acceptable to you. If the Centre Manager is away and unable to reply in five working days a response will be sent stating this and the likely timescale for a full reply on the Centre Manager's return.

If your complaint is about a particular member of the HEART team, including staff, volunteers or Board members, this should be addressed directly to the Centre Manager. If the complaint is about the Centre Manager this should be put in writing to the Board (please see below).

#### *Step 2: Taking your complaint further.*

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy with the response of the Centre Manager, the next step is to contact a Board member of HEART, telling them the details, explaining what you think went wrong and what you feel would put things right.

Once a Board member receives a complaint, they will arrange for it to be fully investigated and if possible dealt with straight away. If it requires more investigation, your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within three weeks

unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

A complaint about an individual Board member will be dealt with by the Board Chair. If the complaint is about the Board Chair his will be dealt with by another member of the Board or, if deemed necessary, passed to the Chair of HDT – Headingley Development Trust.

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or emailed to: [centremanager@heartcentre.org.uk](mailto:centremanager@heartcentre.org.uk) or sent through an online feedback form at [www.heartcentre.org.uk](http://www.heartcentre.org.uk); or made in person at HEART

A complaint to the Board should be made in writing marked “In Confidence” to:

Board – Complaints  
HEART  
Bennett Road  
Headingley  
Leeds  
LS6 3HN

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