

## Arena Complaints Policy

The Arena aims to acknowledge receipt of complaints within 48 hours and will respond in full, in writing, within 10 working days.

The Arena aims to:

1. handle all complaints sensitively.
2. log all complaints officially
3. review complaints annually to recognise trends and produce an action plan.
4. have less than 10 formal complaints within a year.

## Arena Complaints Procedure

**Definition of a complaint:** Any genuine expressions of dissatisfaction or suggestions for improvement of the service we provide.

### Step 1:

When a verbal complaint is received, the complainant should be advised to write, if appropriate to their needs and ability, to the SMT stating:

1. The reason for the complaint
2. The date of the complaint
3. The history behind the complaint

### Step 2:

A letter will be sent to the person with the complaint informing them it has been received and will be responded to within ten working days.

### Step 3:

Within ten working days, the Senior Manager and Senior Management Team will read and discuss the letter of complaint. Any relevant staff will be asked to verify the complaint and give their version of the history of it. The complaint will then be responded to in writing stating action (if any) that will be taken.