

Complaints Statement

It is policy of *Butler Gallery* to take seriously and give careful attention and a prompt and courteous response to any complaints to ensure the development of a high-quality service, which meets the needs of our stakeholders. All complaints will be dealt with fairly and confidentially. Our service users and staff will be made aware that there is a complaints procedure in operation and will receive a copy of this complaints statement.

Complaints Procedure

1. If you wish to make a complaint you should contact the Butler Gallery Director to discuss and hopefully resolve the matter.
2. Should you still feel that the matter is unresolved then the complaint should be put in writing to the Chair of *Butler Gallery*.
3. If you wish to make a complaint about the Butler Gallery Director, your complaint should be put in writing to the Chair of *Butler Gallery*.
4. A written acknowledgement of the complaint will be sent as soon as possible.
5. If the complaint is related to the behaviour of the staff, the staff member will be informed that a formal complaint has been made and be given the full details.
6. If required, a request may be made in writing to the Butler Gallery Director to have the complaint heard by a wider group. The Board of Directors will set up a working group to investigate the complaint.
7. Membership of the working group should not compromise any person directly involved in the complaint or related to the complaint, or staff member.
8. The outcome of the complaint must be concluded within a month (where possible).
9. An agreed written record of the meeting and, where appropriate, a formal letter of the outcome will be issued, within a reasonable period following the meeting.
10. In instances where the complaint involves the welfare of a child/children, the information should be made known as stated in the Child Protection Policy.
11. Confidentiality is of the utmost importance to *Butler Gallery* when dealing with complaints.
12. *Butler Gallery* will make sure that your interactions with us in the future are not negatively impacted because you have made a complaint.
13. If you are making a complaint on behalf of a third party, we will need agreement from the third party to act on their behalf.
14. Depending on the nature of the complaint the following procedures may also be followed:

Code of Behaviour

If there is a breach of the Code of Behaviour by staff, i.e. poor practice, the disciplinary procedure may be invoked by the Board of Directors of *Butler Gallery*. **Staff members should refer to employment contracts for Butler Gallery 'Disciplinary and Grievance Procedures.'**

The Reporting Procedure

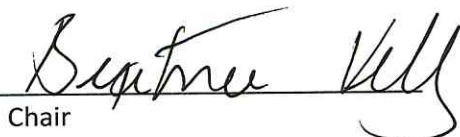
If there is a complaint alleging abuse of a child by any staff/volunteer etc. in the Service the reporting procedure to the social work department of the HSE will be followed.

Allegations of Abuse Against Staff

If there is an allegation of abuse of a child or adult by an employee, a full investigation will take place and the 'gross misconduct section' of a disciplinary procedure in relation to the Worker may be followed.

This policy was adopted at a meeting of the Board of Directors of **Butler Gallery**

By


Chair

Date 22 May 2019