

# Complaints Policy

## Who can make a complaint?

Any person who receives a service from Ort Gallery, any person or organisation that work with Ort Gallery, anyone who is impacted upon by the services delivered of Ort Gallery and all employees and volunteers of Ort Gallery can make a complaint.

## How should complaints be made?

Complaints can be made in writing by sending a complaint to Ort Gallery (496 Moseley Road, Birmingham, B12 9AH or [info@ortgallery.co.uk](mailto:info@ortgallery.co.uk)) or by speaking to one of the directors (Josephine Reichert, Ridhi Kalaria and Ian Sergeant). To speak to one of the managers please ask the staff on shift about setting up a meeting or call 07938428394 or email [info@ortgallery.co.uk](mailto:info@ortgallery.co.uk). You can also submit a complaint by sending a voice recording.

## Response times

We take all complaints seriously and aim to respond to all complaints within 14 working days of receipt. We will return a phone call or email for a meeting with a manager within 5 working days. We will acknowledge receipt of any form of complaint as soon as possible. We will aim to keep you informed about the stage your complaint is at. If we have to break the timescale we promise to deliver in responding to a complaint we will inform the complainant as soon as possible of this fact and give reasonable explanation as to the reasons with this breakage.

## Stages of the Complaints Procedure

If there is an issue, we will have 3 Progress meetings:

1. Meeting 1: "What's going on?" chaired by a director / external chair
2. Meeting 2: "Options to fix problem" chaired by an external mediator
3. Meeting 3: "Final review - can the problem be resolved?" chaired by designated individual (depending on problem)

## Process explained

If you have an issue with another member of the team, someone from the audience, language that was used or any other concerns, then please raise this issue with one of the three directors (see 'Governance') in writing or by recording your voice.

The director who you speak to will listen to your concern, will take notes for their records and will not judge you. All notes made will remain confidential. They will then raise the issue with the team and bring together the entire team or relevant

team members in consultation with you. The director will chair this 1st meeting unless you would like to bring someone else in to chair the meeting.

Please be advised that you can bring someone with to any of these meetings, this can be for support (a friend, family member etc), access (a translator, carer etc) or an expert (mediator, expert in a specific field, union representative).

The first meeting is a chance for you to voice your concerns and to have the team listen to you without judgement. In this meeting we will set out goals and tangible actions to help resolve the issue.

If this first meeting does not resolve the issue we will bring in an external mediator to try and resolve the issue in a more formal manner. The external mediator will support both sides to make themselves understood and to find a way to solve the issue or to find a compromise.

If this second meeting fails to resolve the issue then a third meeting will be organised to decide whether the issue can be resolved and how. For this meeting we will invite a chair that is an expert in the issue at hand (HR, finance, equality, equity, safeguarding or other). In this meeting a decision will be made on whether the person raising the concern will continue to work for Ort or whether it is more appropriate to part ways. If the latter decision is made, then we will find support from ACAS or another union to support both the organisation and the employee/freelancer/volunteer through this process.

### **Timeline**

We will endeavour to work out this process as quickly as possible to ensure issues are resolved in a timely manner.

### **Equality and Equity**

Whilst we believe that we should treat all workers fairly and equally we also want to ensure we have equity at the heart of our decision making. This means for us that we will make a decision as a team based on all the facts and data we have collected through the three-step process. This will also mean that we will try and empathise with each employee about the issue they raise and their circumstances. We will make a decision with them, not about them.

We understand that sometime we will not be able to resolve an issue and we will then have to decide to no longer work together. Again, we will make this decision together, as a team and we will try to support everyone through this process as best as possible. This would be through support from an expert or a union representative or might be through mental health or financial support. This will depend on the issue at hand.

## Costs

Any costs for this 3 tier process will be carried by Ort Gallery as far as this is reasonably and financially attainable. This means that if a certain mediator is too expensive for the organisation to pay for another individual will be sought.



Signed: Josephine Reichert

Position: Director

Reviewed on: 15/10/2020

Next review date: 15/10/2021



Ort Gallery  
[www.ortgallery.co.uk](http://www.ortgallery.co.uk)  
500-504 Moseley Road  
Birmingham  
B12 9AH