



PYRAMID

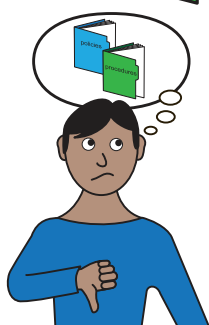
Accessibility Statement

policies and procedures



Our 'policies and procedures' are the rules about how we do things at Pyramid.

Following our policies and procedures helps to keep everybody safe.



The policies and procedures also tell us what to do if something goes wrong.

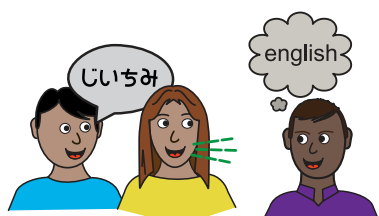


It is important that everybody at Pyramid can access and understand our policies and procedures.

The office team can help with this.



Please contact us if you would like support to read or understand this policy.



We can meet with you to talk about it. Or we can provide information in different format / language to suit your needs.



phone: **0113 234 6040**
text: **07531 215 999**
email: **governance@pyramid.org.uk**

Compliments and Complaints Procedure

This policy explains how to give feedback or make a formal complaint about Pyramid.

Key terms / words	Please use the glossary of policy terms for definitions of key terms used in our policies and procedures.
Clarifications	The term 'worker' is used in this policy to refer to anyone doing work for Pyramid, in any capacity, whether paid or voluntary.
Who does this policy / procedure apply to?	Anyone who is not a paid employee or paid freelance worker at Pyramid. Someone who is paid by Pyramid can give general feedback to their manager, but should use the Grievance Procedure to make a formal complaint.
Related policies and procedures	
Who is responsible for this document?	<p>The Operations Manager is responsible for making sure that this document is kept up-to-date with accurate information, and that it is made available to anyone who wants to read it.</p> <p>The Board of Trustees have a legal responsibility to ensure that Pyramid has appropriate policies and procedures in place.</p>
When was this document last checked?	<p>The Trustees review all Pyramid policies and procedures on a rolling basis, and more often as required (for example, if there is a change in the law, or an incident review).</p> <p>This document was last checked by the Trustees on 15 May 2023.</p>
Who to contact	<p>If you have a question about this policy, or need support to understand it, please contact the Operations Manager.</p> <p>Email governance@pyramid.org.uk</p> <p>Phone 0113 234 6040</p>

Giving feedback

Pyramid aims to provide the best service it can for everyone.

It is always helpful for us to receive feedback on what we have done well, or what we could have done better.

You can use a group voice-box during your session to leave us general feedback.

A worker or volunteer in the session can support you to do this.

We might use your feedback in publicity, or in reports to funders.

We will not identify you as the person who gave the feedback unless you tell us it is okay to do so.

Voice-box feedback will be reviewed by the Members' Council and reported to the Trustees.

- **Warning!** The voice-box is NOT confidential. Don't share private information in this way.
- If your comment is private or about another person, talk to the Core Worker or contact a member of staff in the office instead.

You can also email info@pyramid.org.uk or phone 0113 234 6040 to give feedback.

Making a formal complaint

If you are not happy for any reason, we would like you to let us know.

This Complaints Procedure should be used when you want us to investigate a problem.

How can I complain?

You can complain in person, by phone, by email or by sending us a letter.

Phone: 0113 234 6040

Email: info@pyramid.org.uk

Write: Pyramid, Unit 62 Barkston House, Croydon Street, Leeds LS11 9RT

You can ask somebody to help you with your complaint. This could be a friend, relative, carer, advocate, or someone from Pyramid.

Stage 1 - Talk to a member of staff

(If your complaint is about a member of staff, you might prefer to go straight to Stage 2 – it's up to you.)

Please contact a member of staff from the office team to talk about your complaint.

- If possible, this person will try to sort out your complaint straight away.
- If it is not possible to sort out your complaint straight away, they will write down your complaint.
- They will tell you what they are doing about your complaint within five working days.

If you are not happy with the way in which the staff member has responded to your complaint you can go to the next stage.

Stage 2 - Involving the trustees

You can let the Chair of the Board know about your complaint by asking a member of the office team to arrange this, or you can write a letter to the Chair via the Pyramid office. Write "PERSONAL AND CONFIDENTIAL" on the envelope; nobody in the office will read it, they will send it straight to the Chair.

- The Chair will make a record of your complaint and let you know that this has been done within 5 working days.
- The Chair will talk to the people involved in your complaint. They will let you know what they are doing about the complaint within 20 working days.

If you are not happy with the way the Chair has replied to your complaint, you can go onto the next stage.

Stage 3 - Mediation

We will arrange for an external mediator (e.g. Yorkshire Mediation) to help us resolve your complaint.

This will involve everyone meeting together with the mediator to address the issues you have raised and agree on what should happen next.

You can have someone there to support you (e.g. an advocate) in the meetings.

This is the final stage of the complaints procedure.

Everyone must abide by the decision(s) made during mediation, and the matter will be considered closed.