



Complaints Procedure

Openstorytellers is committed to providing the highest standards of service delivery. Openstorytellers aims to resolve complaints effectively within set targets and to the customer's satisfaction.

Definition of a complaint

A complaint is an expression of dissatisfaction with the service provided by Openstorytellers

Complaints Procedure

Step 1 – informal process

If you have are unhappy or you have some concerns please make your dissatisfaction known to a member of staff.

You should expect a response within one working week.

Should you remain dissatisfied:

Step 2 – formal process

Please make your complaint (you can do this in in a letter or an email or you can speak to her in person or by phone)to the Director who will acknowledge your complaint within one working week and respond in full within one calendar month.

Should you remain dissatisfied:

Step 3 – appeal

Please make your complaint (you can do this in a letter or an email or you can speak to her in person or by phone) to the Chair of Trustees who will acknowledge your complaint within one working week and respond in full within one calendar month.

The decision of the Chair of Trustees will be final.

The Company's actions in cases of persistent complaint or harassment

The Company will take the following consecutive steps as necessary if the complainant's behaviour is inappropriate:

- a) inform the complainant orally or in writing that his/her behaviour is considered to have become unreasonable/unacceptable and may be considered to fall under the terms of this policy;
- b) inform the complainant in writing that his/her behaviour is now considered by the Company to have become unreasonable/unacceptable and warn of further sanctions under the Policy;
- c) inform the complainant in writing that his/her behaviour is now considered by the Company to fall under the terms of this policy and that the complaint will not be investigated further until it is pursued in a manner the Company considers to be reasonable.

Legitimate new complaints, if not pursued in a harassing or unreasonable way, will still be considered.

If a complainant's harassing/persistent complaining behaviour is modified and is then resumed at a later date within a reasonable period of time, the Company may resume the process identified above as appropriate.

If a complainant's harassing/persistent complaining behaviour is modified and the complaint still falls within the time limit specified in the Company's Complaints Procedure, the Company will use its discretion and may resume investigation of the complaint.

Frivolous or Vexatious Complaints

A frivolous or vexatious complaint can be characterised in a number of ways:

- a) complaints which are obsessive, persistent, harassing, prolific, repetitious;
- b) insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason;
- c) insistence upon pursuing meritorious complaints in an unreasonable manner;
- d) complaints which are designed to cause disruption or annoyance;
- e) demands for redress which lack any serious purpose or value.

The Company understands that if anyone contacts the Company with what they believe is a complaint; it is regarded as a concern to them, whatever others might think. The Company is sensitive to the fact that, if anyone raises the same or similar

issues repeatedly despite receiving a full response, there may be underlying reasons for this persistence.

Deciding whether a request is frivolous or vexatious is a balancing exercise, taking into account all the circumstances of the case. The main consideration will be the issues raised in the complaint rather than the behaviour of the person bringing the complaint.

If the Company decides that a person's complaint is frivolous or vexatious, the Company will write to the person explaining that it is terminating all consideration of the complaint, stating that no further consideration of the complaint will be given and stating the reasons for this decision.

If the person wishes to appeal against the Company decision, he or she can do so by writing to the Chair of Trustees and they will decide whether to confirm the decision that the complaint is frivolous or vexatious, or to reopen and review.

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