

QUALITY POLICY

Rotunda Vision

Run by local people for local people, Rotunda strives to kindle the fire of learning in our community. We want to ensure that everything we do is done well. Offering innovative activity and individual support, Rotunda encourages its students, staff, volunteers and community to soar, exceeding their expectations and discovering their true potential.

Rotunda Ethos and Core Values

Respect for everybody who walks through the door shines through in all we do.

Opportunities for all, we are local people doing something positive for local people.

Trust we are trusting and trusted, a community who wants to share opportunities to build a better life.

Understanding we are open and inviting, and genuinely care about the welfare of others.

Non-judgemental we provide all of our visitors with a safe environment and a place to grow.

Diverse we recognise that people have different needs and respond to them through our innovative activity

Always positive we enjoy the buzz of people learning.

What is Quality?

- Quality is about trying to do better –to be clear what we want to achieve and being sure that we really do achieve it.
- It is about improving the service we offer and the running of our organisation.
- Quality assurance is a systematic approach to identify and respond to the needs of our service users by providing an appropriate service consistently to agreed standards.

Why should we be concerned with Quality?

- Quality is an issue high on the agenda for funders/government.
- It is part of the best value initiative in the voluntary sector.
- Some funders are making having a quality system a pre-requisite to funding.
- It helps to prove the voluntary sector is not “amateur” or “unprofessional”.
- It is not just about the end result - it is about every stage so that we avoid waste.

Continuous improvement

- We want to achieve our objectives efficiently and effectively.
- We are committed to continually reviewing what we do, learning from our experiences and being prepared to change where change will deliver improvement.
- We are committed to vigorously and critically evaluating our performance, comparing ourselves with best practice and taking action to improve.
- We seek to create a culture where we all take responsibility for continuous improvements, where we review, learn, act, monitor and so on. We are not content to stand still.
- We wish to learn from our mistakes.

Working together

- We recognise effective working between internal support services and teams providing services externally are vital to delivering excellence to our students, participants, partners and service users.
- Excellence does not stop at the borders of individual staff and/or volunteer teams; it relies on effective working together to the benefit of those we serve.
- This may include forging partnerships beyond our own organisation.

Supporting and valuing our people

- We realise that staff and volunteers that are well supported are more satisfied in their work and provide a better service. Good support is an essential element of excellence.
- We believe that all our staff, volunteers and trustees can help us improve what we do and that we should enable each of them to do so.

Managing for quality

- Quality needs to permeate all we do. Leaders need to be personally involved in listening to service users and in improvement activities.
- Improvements need to be integrated into everyday plans. We need to recognise that improving quality often requires us to reallocate resources and to redesign processes. We will use those external quality models and techniques that are consistent with these principles (e.g. collaborative service design model, Investors in People and Investors in Volunteers), but will not be constrained by any single approach.

Comments & Complaints

Rotunda welcomes the views of organisations and of individuals about its services. Comments or complaints help to ensure that views, preferences and suggestions can be taken into account in the development of services

and, where appropriate, acted upon. In this respect, positive comments are as valuable as negative ones. It is important that everyone involved should feel able to listen to criticism positively and not merely act defensively.

Comments and Complaints Procedure

Anyone wishing to make comments on any aspect of Rotunda should do so, verbally or in writing, to Rotunda's Chief Executive Officer. Where a formal acknowledgement or response is required, comments should be made in writing, and a reply will be sent within 28 days.

- STAGE 1** Anyone wishing to make a complaint is encouraged to do so informally and directly with the member staff and/or volunteer concerned. Every effort will be made to resolve the issue at this stage. Where the complainant is dissatisfied with the response or is unclear to whom the complaint should be addressed, or where the complaint is of a particularly serious nature requiring a formal response, the procedure at Stage 2 should be followed.
- STAGE 2** The complaint (verbally or in writing) should be addressed in the first instance to the Chief Executive Officer who will refer the matter on to the relevant member of the Management Team for a reply. If the matter is not resolved to the satisfaction of the complainant, the procedure at Stage 3 should be followed and s/he should be given a copy of the complaints procedure.
- STAGE 3** The complaint should be made in writing to the Chief Executive Officer, which will normally be acknowledged within seven days of receipt. Following any necessary action, the Chief Executive Officer will reply within 28 days of receipt. If the matter is still not resolved to the satisfaction of the complainant, the procedure at Stage 4 should be followed.
- STAGE 4** The complaint will be referred to the Chair of the Board of Trustees, who will invite the individual complainant or the organisations representative to a meeting. The meeting will consist of a panel of no less than three members of the board including the chair, and not less than two independent people (who shall not be members of Rotunda, its Board, committee, staff or volunteers). Equally the complainant is requested to bring no more than three supports or representatives to address the panel. The panel shall be appointed by the Chair or Vice-Chair of Rotunda. The meeting shall be held not more than 56 days after receipt of the request and at least 14 days after the invitation to the meeting was given to the complainant. The



panel shall report to the next meeting of the Board of Trustees, including any recommendations for action. The decision of the Board shall be final and given to the complainant in writing within seven days.

At all stages the complainant may be assisted and accompanied by another person. At all stages the time limit may be altered by mutual agreement.

In the absence of the Chief Executive Officer, the complaints procedure will be operated at Stages 2 and 3 by the person appointed to deputise.

Details of comments and complaints will be logged in a file in the main reception area and reviewed monthly. Rotunda actively encourages comments and suggesting on a daily basis and will endeavour to act on to reach a mutually beneficial outcome.

Rotunda Policy Review Record

Reviewed by:	Approval date:	Review frequency:	Review date:	Signed:
Maxine Ennis	09/04/2024	Annual	10/04/2025	