



Rowan Arts – Complaints and Suggestions Policy and Procedure

Complaints and Suggestions Policy

Rowan Arts is committed to providing high quality services. We aim to achieve this most of the time. One of the ways in which we can continue to improve our service is by listening and responding to the views of our service users and, in particular, by responding positively to complaints.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as an expression of dissatisfaction with our service which calls for a response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review our complaints policy and procedures regularly.

Our aims are to:

- resolve informal concerns quickly;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

We recognise that many concerns will be raised informally, and dealt with quickly. An informal approach is appropriate when it can be achieved, but if concerns cannot be satisfactorily resolved informally, then the formal Complaints and Suggestions Procedure should be followed.

Complaints and Suggestions Procedure

Stage 1

If you are unable to resolve the issue informally, you should contact the member of personnel who dealt with you so that he or she has the chance to put things right. If you are unable to contact the relevant member of personnel, you should contact Projects Officer Jamie Bamber at jamie@therowanartsproject.com.

We will give you a response within five working days, but sooner where possible.

Stage 2

If you are not satisfied with the response you receive from Rowan Arts personnel, you should contact the Chair of the Trustees Harriet Carter chair@therowanartsproject.com, who will respond to you formally via letter or email.

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