

COMPLAINTS PROCEDURE

Project Art Works

Policy reviewed: 24/10/22

Next review due: October 2023

Project Art Works endeavours to ensure that our services are the best that they can be. As a part of that we take comments, complaints and feedback seriously.

We are keen to hear the views of the people who **become involved in our programmes of work, exhibitions and events** or are affected by them.

Any comment, good or bad, helps us to understand how we can continually improve the way we do things.

If you have any comments or feedback about the work we do you can let us know by speaking to any member of staff, whether in person or over the phone. You can also email or write to us. You can find our contact details below.

Phone – 01424 423 555

Email – info@projectartworks.org

Write to us

Project Art Works

Arch 3, Braybrooke Terrace,

Hastings, East Sussex,

TN34 1TD

Complaints

We recognise that sometimes things don't go to plan, and you may be dissatisfied with the service you receive. In these instances, we are always keen to understand what has gone wrong, not just so that we can make things right for you, but so that we can ensure that we learn from mistakes and make improvements to our services accordingly.

If you are unhappy with an aspect of your experience of or involvement in our work, then please don't hesitate to let us know. You can speak to any member of staff or contact us via any of the methods listed above.

How Project Art Works will deal with a complaint

- We will let you know that we have received your complaint and let you know what will happen next
- We will gather all the relevant information related to the complaint and investigate what might have gone wrong
- We will then get in touch with you to let you know the outcome of the complaint, our response and what action we will put in place to rectify any issues that may have occurred

Project Art Works aims to resolve all complaints within 15 working days. Occasionally more time may be required but we will always let you know if this is the case and keep you up to date on our progress.

What to do if you're not happy with our response

Most complaints are resolved at this stage but if you find that you are unhappy with our response to your complaint then you may request that your complaint is looked at by the senior management team.

- We will pass the details of your complaint onto an appropriate member of the senior management team who will review the details, and investigate the response you received
- The senior management team may contact you to gather more information

Project Art Works aims to resolve any escalation within 15 working days of your escalation request. Occasionally more time may be required but we will always let you know if this is the case and keep you up to date on our progress.

If you have exhausted our complete complaint procedure and are still unhappy then you may wish to seek third party information and advice. You can do this by contacting the Citizens Advice using the link below.

www.citizensadvice.org.uk