



Withy Arts Complaints Policy

Withy Arts accepts that from time to time project participants and members may on occasion be dissatisfied with an aspect of Withy Arts work. Withy Arts encourages people to complain in these circumstances so that we can make improvements if necessary. We recognise that people sometimes feel uneasy about complaining, especially people who are marginalised in society.

Complaints shall be dealt with in a timely way with the aim of achieving a clear agreed resolution, apology if necessary and a set of actions to improve our work in future.

Because we recognise that people find it hard to complain for a number of reasons, we want to make the process easy and accessible. We want to make it clear that people do not have to tolerate a poor service and that they are entitled to have any concerns taken seriously and addressed.

We have produced a simple leaflet that outlines the process in easy to understand language which reflects Withy Arts Complaints Procedure and is supported by this policy statement.

At the start of a Withy Arts project, participants will be given a copy of the Complaints Leaflet and it will be explained to them. If a complaint is made, it will initially be handled by project workers. If the problem cannot be resolved, the matter will be passed on to the Complaints Officer who will address it within 28 days. If the matter is still not resolved to the satisfaction of the complainant it will be resolved within a further 28 days by the Complaints Officer and the Chair of Trustees.

Policy date: 28/09/16

Date of ratification by Withy Arts Trustees: 25/10/16

Reviewed 8/1/19

Next review January 2020