

### Introduction

We are committed to providing a high-quality folk arts experience to all our clients, but if something goes wrong we want to know about it and have the opportunity to learn from it.

### What constitutes a complaint?

Complaints encompass concerns raised around service content and delivery, including but not limited to:

- The quality of the content delivery
- The attitude, behaviour or competence of staff or volunteers
- Delays in the provision of a service
- A service that was not provided
- Failure to follow correct procedures and/or published policies including safeguarding
- A disputed decision relating to service provision

If you have a complaint, please contact us with the details.

### What will happen next?

We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally involve speaking to the team member(s) who are involved.

You will then be invited to a meeting to discuss and hopefully resolve your complaint. We will aim to do this within 14 days of sending you the acknowledgement letter.

Within three days of the meeting, we will write to you to confirm what took place and any solutions agreed with you.

If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.