



# **ARTVENTURE TRUST LTD**

## **Complaints Procedures**

Authorised by the trustees: 22 May 2019

## COMPLAINTS PROCEDURES

*This document will be forwarded to members of the public when requested.*

Artventure aims to provide high quality services which meet the needs of participants.

We also aim to be fair to all, including - but not exclusively:

- Participants/service users;
- Staff and volunteers;
- Carers;
- Individuals and organisations providing funding for participants, and for projects;
- Visitors to Artventure.

In order to ensure our services remain at a high and improving standard, we have the following procedure through which you can let us know of any reason you are not satisfied with your dealings with Artventure. This procedure is for any person, whether participant, staff, volunteer, carer, or visitor.

### **This is what you should do**

1. If you have a complaint to make, it should be made to the Manager who will try to resolve the issue informally.
2. If there is a particular reason you do not wish to bring your complaint to the Manager, you may contact any of the Trustees of Artventure directly. In such an event, you may be assured that your concerns will be treated with sensitivity and discretion. Details of Artventure trustees can be found on the Artventure website, and the address is at the end of this document.
3. If the issue is serious, or you are not satisfied after raising it with the Manager, or a Trustee, you should make a formal complaint.
4. Your formal complaint should be made in writing, marked 'Private and Confidential', and sent to the Manager or Trustee. In your letter give full details of your complaint (including date and time where possible) and, preferably, who your complaint relates to. Remember to keep a copy of your letter.
5. Receipt of your complaint will be acknowledged in writing within ten working days.
6. The Manager, or Trustee, will – in consultation with the Chair of the Trustees – investigate the complaint, and will send you the results of the investigation to you within a reasonable time, which is normally 21 days.
7. If you are satisfied with the response, the matter will be considered to have been closed.
8. If you are not satisfied with the explanation, or course of action, you can appeal to the Chair of the Trustees. The Chair of Trustees will convene a panel comprising at least

three members from the Artventure Trustee Board who will review your complaint and either decide that the action proposed is adequate or that a different course of action should be taken.

9. You have the right to put your case in writing or personally to the panel. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. The panel also has the right to have an advisor present.
10. The decision of the panel will be final.
11. Where appropriate, Artventure will make a written apology to you and agree any further action necessary to make good the cause of the complaint.
12. All formal complaints made to us, and the response, will be recorded and filed in a secure place

Contact details:

The Manager,  
Artventure Trust Ltd,  
c/o St. Peter's School,  
Horseshoe Lane East,  
Merrow,  
Guildford GU1 2TN.  
Email: [Manager@art-venture.co.uk](mailto:Manager@art-venture.co.uk)

Chair of Trustees,  
Artventure Trust Ltd,  
c/o St. Peter's School,  
Horseshoe Lane East,  
Merrow,  
Guildford GU1 2TN.  
Email: [Trustee@art-venture.co.uk](mailto:Trustee@art-venture.co.uk)

[Name of specific Trustee]  
Artventure Trust Ltd,  
c/o St. Peter's School,  
Horseshoe Lane East,  
Merrow,  
Guildford GU1 2TN.  
Email: [Trustees@art-venture.co.uk](mailto:Trustees@art-venture.co.uk) (Include 'For the attention of' in the email heading, putting in the specific Trustee's name.