



Community Arts North West Complaints Procedure

If you are not happy with Community Arts North West, please tell us. Your feedback enables us to improve.

Community Arts North West's commitment to you

Community Arts North West aims to provide a high-quality experience which meets the needs of the partners, artists, funders and the people we work with. We believe we achieve this most of the time: if we are not getting it right it is important that we know as we pride ourselves on being a listening organisation, please let us know.

In order to ensure our programme remains at a high standard, we have a complaints policy through which you can let us know, for any reason, that you are not satisfied with your dealings with the organisation.

How the system works

At Community Arts North West, we have a dedicated Complaints Co-ordinator who is responsible for making sure that all complaints are logged and actioned, and who will monitor complaints to make sure that they are being dealt with. All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998.

How to make a complaint

If you are unhappy with an individual at Community Arts North West, sometimes it is best to tell them directly. If you do not know who to contact, you can write to the Complaints Co-ordinator by email or by post, please include as much clear detail as possible:

admin@comartsnw.org.uk

Community Arts North West
61 Old Birley Street
Hulme
Manchester
M15 5RF

The Complaints Co-ordinator will log the complaint and ensure it is assigned to the most appropriate person.

We will deal with your complaint promptly - we will acknowledge receipt of a written complaint within 5 working days, and we will endeavour to send you a full reply within 20 working days of receipt.

If we cannot send a full reply within 20 working days of receipt, we will tell you the reason why and let you know when we will be able to reply in full.

If you are not satisfied with the outcome

Following the outlined stages of the complaint process, you may feel the issue has not been dealt with to your satisfaction, and you may wish to escalate the project to CAN's Chair. You may wish to



make a more formal complaint in writing to our Creative Director / Executive Director. If your complaint is about the Creative or Executive Director, please write to our Chair of Trustees.

If after we have responded, you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

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