



Complaints and Concerns Policy

Rag and Bone Arts are committed to ensuring we live up to our reputation as a respectful, honest and open arts organisation providing a high-quality service to all those we work with including participants, partnership organisations, volunteers and arts practitioners. When something goes wrong, we want to be told about it so that we can work towards putting it right. Improving our standards is important to us. If you are unhappy with your experience for any reason, we have the following procedure in place you can use to raise a concern or make a complaint:

How to make a complaint

If you have a concern or complaint, please contact us with the details so that we can begin to resolve the issue. In the first instance this should be with the person directly involved in the complaint. This can be face- to-face or via letter, telephone or email. If you do not wish to raise the concern with the person directly involved (we understand that not everyone feels able to do so), then you can report the matter to another member of our team or contact a Director of Rag and Bone Arts. We will always listen to what you have to say and treat you with respect. We will endeavor to discuss the matter with you and agree an acceptable solution.

If the matter cannot be resolved at this stage, then we require that you put your complaint in writing including as much detail as possible and post or email this to us (our contact details appear at the end of this document).

What will happen next?

1. We will send you written acknowledgement of your complaint within 5 days of receiving it together with a copy of this complaints procedure. We will also include a written summary of your complaint and any action you have told us you would like us to take. This is to ensure that we have understood you correctly. ^[1]_[SEP]

2. The matter will then be passed to one of the **Directors' of Rag and Bone Arts**, who will then investigate your complaint. This will normally involve talking to any other parties who may have been involved in the circumstances of the complaint. If the complaint involves the one of the Directors then the matter will be dealt with by Rosie Simmonds, our Drama Workshop Leader.

3. The Director will then write to you again with the outcome of their investigation, the details of any actions to be taken, and a summary of the reasons for any conclusions reached. This will normally be within 14 days of sending you the acknowledgement letter. We will ask you if you are satisfied with the outcome. If so, or if we do not hear from you within 7 days, no further action will be taken. However, the details of the complaint will remain on record and stored in accordance with our confidentiality and data protection policies (copies available via our website or on request to our office). ^[1]_[SEP]

4. If you are not satisfied with the outcome, and write to tell us so within 7 days, the matter will proceed to the next level and the complaint will be brought to the attention of the Director of **Rag and Bone Arts**, Helen Roberts. It is likely that he will contact you directly to discuss the reasons for your dissatisfaction and possibly arrange a meeting in order to try to resolve the matter. ^[1]_[SEP]

5. If you do not want a meeting, or it is not possible, Helen Roberts will consider all the available evidence and send you a detailed written reply to your complaint, detailing their final position on your complaint and explaining their reasons. If you still remain unhappy then you should write and let us know why, however this is the final stage of the complaints procedure and Rag and Bone Arts will take no further action in relation to the complaint. A record will be kept of the complaint and the final outcome, together with any further communications relating to it.

Rag and Bone Arts promises to strive towards a timely and satisfactory resolution to all concerns or complaints raised.

Contacts Office Address:

Laura Graham-May (Director & workshop leader):

Helen Roberts (Director & Contemporary Dance teacher):

<i>Originally written by</i>	<i>Katie Bradbiury</i>	<i>October 2017</i>
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