

BROMLEY ARTS TRUST

Complaints Procedure

Bromley Arts Trust aims to provide the best possible service to its affiliate partners, to service users and the public. However, we also recognise that there are times when we don't always succeed. If you are unhappy about any of the services we provide, we want to hear about it as soon as possible. We aim to make this complaints procedure simple and clear, and are publishing it prominently on our website. We will use the complaints process to identify what we need to learn and enable us to improve. We always welcome feedback from our stakeholders.

A complaint is an expression of dissatisfaction about any action we have taken, or lack of action. It can include an expression of concern or a suggestion about how we can improve our service. When responding to a complaint, we aim to acknowledge when things have gone wrong and take action to put things right, including apologising and offering recompense where appropriate. We will keep records of any complaints, the outcomes of our investigations and the reasons for our decisions. The Board of Trustees will receive periodic reports about complaints so that it can identify any trends or wider learning.

The Process

1. If you wish to make a complaint or suggestion, it is usually best to let the person who is providing the service know at the time, so that the issue can be rectified there and then if possible.
2. If the issue is not resolved, or you're not sure who to contact, you can speak to the Business Manager in person or by telephone 020 8464 5816 or complete our on-line complaints form at www.bromleyarts.com.
3. The Business Manager will log the complaint and make sure that it is drawn to the attention of the most appropriate person. You will be sent an acknowledgement and an explanation of how it is being dealt with.
4. You will then be sent a full reply within 10 working days, explaining what action has been taken to resolve your complaint, or if necessary why we can't help.
5. If you are not satisfied with the outcome, you can ask for the Board of Trustees to investigate the complaint. The Board has overall responsibility for the effective operation of the Trust and will not usually have been directly involved in the subject of your complaint. The Chairman of the Trustees will set up a panel to look into the complaint, and you can ask to speak in person to the panel if you wish to do so.
6. If you are still dissatisfied with the outcome, you can ask for the matter to be considered at a full meeting of the Board of Trustees. Again, you will be able to attend if you wish to. At that meeting, the Board's decision will be final. (The Charity Commission will investigate complaints about charities, but only in limited circumstances such as cases of serious wrongdoing, e.g. financial irregularity).
7. Details of all complaints and their outcomes will be reported to the subsequent meetings of the Board of Trustees.

On-line Form

Bromley Arts Trust: COMPLAINTS or SUGGESTIONS

Name:

Telephone Number:

Address:

Brief details of the complaint or suggestion:

What action (if any) would you like us to take?

Have you already spoken to a member of the Bromley Arts Trust staff about this matter?

If yes, please provide details, including dates.

Thank you for contacting us. You will receive an acknowledgement and a full reply within ten working days.