

Brockworth Court Farm
Court Road
Brockworth
Gloucester
GL3 4QU
Phone: 01452 863855
Email: info@artshape.org.uk



Complaints Procedure

Art Shape aims to provide high quality services that meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

- If you are not happy with Art Shape please tell us.
- If you are unhappy about any of Art Shape's service, please speak to the relevant staff member, manager or Director.
- If you are unhappy with an individual at Art Shape, sometimes it is best to tell them directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Managing Director.

Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within 5 working days. You can talk to a member of staff about your complaint or alternatively you can put your complaint in writing to the contacts listed below if you feel more comfortable.

Making a written complaint - If you are not satisfied with our response or wish to raise the matter more formally, please write to the Managing Director or if your complaint is about the Managing director then please write to the Chair.

All written complaints will be logged. You will receive a written acknowledgement within 5 working days.

The aim is to investigate your complaint properly and give you a reply within a further 10 working days, setting out how the problem will be dealt with.

If this is not possible, an interim response will be made within that timeframe informing you of the action taken to date or being considered.

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.

Finally, please also let us know if you are happy with Art Shape's services. It is always really lovely to hear positive feedback about our services.

Contacts: Lucy Garrett – Managing Director Catherine Coates – Chair

Contact Email: Lucy@artshape.co.uk Contact through postal address below.

Postal address: Art Shape, Brockworth Court Farm, Court Road, Brockworth, GL3 4QU

Data Protection: All complaints will be subject to Art Shape's data protection procedures. Any data supplied will be securely retained for the duration of the complaints process. Past an agreed joint resolution all data will be deleted and only anonymous reports regarding the complaint and the actions taken will be retained if this is deemed useful for Art Shape's positive development.

