

Complaints

Beaford Arts aims to provide its partners, volunteers, and customers with the best possible service. However, we recognise that from time to time there may be occasions when you feel that the quality or level of service provided falls short of what you could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

This is what you should do:

The complaint should be made in writing by letter or email to the Director who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Director, the complaint should be addressed to the Chair of Trustees (marked '*confidential*').

This is what Beaford Arts will do:

The Director (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Director (or Chair) will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members, which will include at least one vice-chair.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Director (or Chair) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

If you have a complaint, contact:

The Director (or Chair of Trustees)
Beaford Arts
Bridge Chambers
The Strand
Barnstaple
EX31 1HB
info@beaford.org

Please also let us know if you are happy with Beaford Art's services.