



Crafts Council

Public Complaints Procedure

Introduction

Crafts Council aims to be fair to everyone who uses our services and we take all complaints seriously. We therefore encourage anyone with a concern to speak with us as soon as possible. Raising a concern will not affect in any way, the level of service you receive from us.

Most concerns can be dealt with informally by talking with the relevant team, all our staff are happy to help. If you feel we have not resolved your concern or your complaint is of a more serious nature please follow the steps below.

We undertake to treat any complaint received as confidential.

If you make a complaint, we will treat you with respect, and we expect you to treat our staff in the same way.

What can I complain about?

You can complain if you think that:

- ‘maladministration’ has taken place (for example, if we have delayed, made mistakes or failed to follow the procedures in our application process or if we have put the health & safety of an individual in danger);
- we have failed to give you access to information or have given you incorrect advice or information;
- we have not treated you politely; or
- we have discriminated against you, not treated you fairly or you have witnessed prejudicial behaviour by a member of staff, a Freelancer or Trustee such as systemic homophobic, transphobic, misogynist or racist behaviour.

What should my written complaint include?

Please try to include the following in your written complaint:

- What happened, including dates and times of any particular instance(s)
- The names, if you have them, of the people you are complaining about or who could provide evidence to support your complaint
- Any specific issues which you want to be addressed
- What outcome(s) you hope to see from the complaints process
- Also tell us if there is anything we need to know about how to contact you

If you are not sure what information you should include or how best to set out your complaint please state the facts as clearly as possible, in a logical order. Remember to include important details and dates where possible.

If you need any help, you can contact your local citizens advice bureau www.citizensadvice.org.uk

In order for a complaint to be considered, it should be received within two calendar months after the date on which the event causing the complaint occurred. If the complaint is received after this, we will exercise discretion as to whether or not we can investigate the matter.

What can I not complain about?

You may be disappointed if we turn down your application for a job at Crafts Council or support through a Crafts Council programme. You cannot use the complaints procedure to appeal against our decision, if we have followed our recruitment process correctly.

Who should I address the complaint to?

This is done by contacting the complaints manager, Karen Labi. This can be done by email to hr@craftscouncil.org.uk or in letter format. You can submit your complaint via audio, please contact us if this would be helpful.

Our address is

Crafts Council
44a Pentonville Road
London N1 9BY

When will I hear from you?

Within three working days of receiving your complaint we will write to or phone you to say that we have received it.

We will give you information about how we will process your complaint. This will include who in the organisation is dealing with your complaint; how you can contact them and when you can expect a reply.

You will receive a reply to your complaint within 10 working days of receipt of the complaint. If we cannot give a full reply in this time, we will tell you why and when you are likely to receive it. We may ask you to come to a meeting with us to discuss your complaint in more detail. This meeting will normally be held within 10 working days of us receiving your complaint. You may be accompanied at this meeting by a friend or a representative.

After this meeting we will send you a written record of the meeting and a formal reply to your complaint.

What happens if I am still not satisfied with the response?

If you remain dissatisfied following our response, you can request a review and the matter will be referred to the relevant department Director or the Executive Director. If your complaint was originally investigated by the Director or Executive Director your review will be managed by the Chair of the Board. The Chair may ask another Trustee to conduct the review on behalf of the Board. The Board's decision will be final; there is no appeal at this stage.