

Elmsgrove Community Arts CIC
Complaints Handling Policy
Adopted on: 9th June 2025

1. Our Commitment to You

Elmsgrove Community Arts CIC (hereafter "ECACIC") is committed to providing a high-quality service to all participants, partners, and stakeholders. We value feedback and view complaints as an opportunity to learn and improve. If something goes wrong, please tell us — it helps us uphold and enhance our standards.

2. Making a Complaint

If you have a complaint about any aspect of our work or service, please contact us with the details. We will acknowledge your complaint within three working days and aim to resolve it within eight weeks. If it is not resolved within this time, you may have the right to escalate the matter to an appropriate external body.

3. How We Handle Complaints

Upon receiving your complaint:

1. **Acknowledgement:**
You will receive written confirmation that we have received your complaint within **three working days**, including a copy of this Complaints Policy.
2. **Investigation:**
Your complaint will be reviewed by our Director, Mr Barry Elms, or another appointed Director. They will examine the matter in detail and consult with any staff members involved.
3. **Meeting (if appropriate):**
Within **14 days** of our acknowledgement, you may be invited to a meeting to discuss your concerns and seek a resolution.
4. **Post-Meeting Confirmation:**
Within **three days** of the meeting, we will write to you confirming what was discussed and any solutions agreed.
5. **Written Response (if no meeting):**
If a meeting is not possible or preferred, you will receive a detailed written response within **21 days** of the original acknowledgement, including proposed steps to resolve the issue.
6. **Review (if unresolved):**
If you remain dissatisfied, you may request a review by another Director not previously involved. This will be arranged promptly.

7. Final Response:

Within **14 days** of your request for a review, we will issue a final written response explaining our position and the reasoning behind it.

This policy was adopted by ECACIC on: 9th June 2025

Signed on behalf of the Management Committee:

Barry Elms – Director – _____

Next Review Date: June 2026

Committee Members Present at Review:

Date Name Signature