



Cromer Artspace

Complaints Policy and Procedures

1. Policy Statement

Cromer Artspace aims to help the arts in Cromer and surrounding area to grow and develop, and to involve more people in the arts, to assist the arts community to succeed and pursue excellence and for the arts to be valued as a vital part of community life.

We aim to offer the best possible experience to members of the local community, visitors, artists, local organisations and businesses and any other people or organisations that visit our exhibitions or participate in our activities. We value all comments and complaints and use information from them as a means of improving what we do.

2. Types of comments

Comments may be made about all aspects of Cromer Artspace's work. This could include:

- our activities, exhibitions, workshops etc.
- the buildings we manage
- the information we provide
- how someone was treated when they had contact with us
- the information we provide
- our policies and procedures

The Complaints policy and procedure covers a comment or complaint from anyone who is not a signed up volunteer with Cromer Artspace. Volunteers are able to use the Volunteer Problem Solving Policy and Procedures to resolve any concerns they may have.

3. How to make a complaint

a. Verbal complaint

If a verbal comment or complaint is made at a Cromer Artspace exhibition, activity or event, the volunteer receiving the comment or complaint will endeavour to resolve the issue immediately, if possible. They will make a note of the comment or complaint and any action taken and pass the information on to a Volunteer Team Leader or Trustee for logging.

b. Written complaint

Anyone who wishes to make a complaint will be directed to the contact email address hello@cromer-artspace.uk.



If a complaint cannot be resolved at the time, the person or their representative will be asked to email their complaint to the contact email address. They will be asked to provide details of their concern or complaint and how they would like to resolve the issue. All complaints received by email will be acknowledged within 3 days.

4. Procedures

a. Stage 1

If the complaint can be resolved without further investigation, one of the Cromer Artspace trustees will make contact with the person or their representative within 7 days to offer a solution and this will be confirmed in writing.

b. Stage 2

If further investigation is needed or the person or their representative is not happy with the proposed solution under Stage 1, the trustee will carry out further investigations. The aim is that this stage will take no longer than 21 days, but if more time is needed, the trustee will keep the person or their representative informed of the new timescale. The trustee will write to the person with their findings and proposed resolution of the issue.

c. Stage 3

If the individual or their representative is not happy with the outcome of their complaint, they will be invited to meet with the Chair of Cromer Artspace to discuss their concerns further. This will be the final stage of the process.

5. Complaints Log

Complaints will be recorded in a complaints log. Complaints will be reported to the Trustees' meeting quarterly and any action needed as a result of comments or complaints will be agreed.

