



# **Complaints Policy**

**Date of Issue: February 2025**

**Date for review: February 2026**

This policy refers to complaints regarding the work of ARCADE itself. Please be aware that ARCADE can only respond to and resolve complaints concerning work carried out within the remit of the organisation.

ARCADE views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made a complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at ARCADE knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

## **Definition of a complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the work of ARCADE.

## **Where complaints come from**

Complaints may come from any person or organisation who has a legitimate interest in ARCADE – including clients; participants, artists, freelance workers, stakeholders, and members of the general public. A complaint can be received verbally, by phone, by email, or in writing.

## **Confidentiality**

All complaint information will be handled sensitively following The Data Protection Act 2018. Only those directly involved in the case who need to

access the information in order to deal with the complaint will be able to obtain relevant confidential information.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the Co-Directors, or, if necessary, the Trustees.

### **Review**

This policy is reviewed annually by the Trustees and is updated as required.

### **How to complain**

Our aim is to deal with any complaint as soon as possible. Many complaints can be resolved informally. In the first instance contact us and, if you feel able, speak to the member of staff with whom you have had contact or ask to speak to one of the Co-Directors, who will try to resolve the matter.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Please put your complaint in writing and send it to Co-Director, Rach Drew.

ARCADE, Woodend Gallery & Studios, The Crescent, Scarborough, YO11 2PW

Email [rach@hello-arcade.com](mailto:rach@hello-arcade.com)

Phone 07502 909188

When you make a complaint it is helpful if you could include the following information:

- Describe clearly what happened – please include the date, time and location of the incident.
- Tell us why you are making a complaint
- Tell us what you would like us to do.
- Please provide your full name, email address and contact phone number.
- Tell us how you would prefer us to contact you.

If appropriate, please send us any documents that support your complaint.

## **What happens next?**

You will receive acknowledgement of your complaint within 10 working days, and you may be contacted to obtain any additional information that we may require to help us resolve the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

We cannot guarantee that complaints made via social media will be seen and responded to within the timescales set out in this policy. We do not have the resources to monitor the wide range of social media channels available. We will aim to acknowledge complaints made via these channels but refer the complainant to an alternative method of communication so that the complaints policy can be followed.

If a criminal offence is alleged, then the police will be informed.

## **Can you take your complaint elsewhere?**

We encourage you to contact us directly to resolve your complaint in the first instance, but you can contact the Charity Commission and make a complaint at any point.

Details of how to make a complaint with the Charity Commission can be found: [gov.uk/government/publications/complaints-about-charities](https://www.gov.uk/government/publications/complaints-about-charities).

This policy will be reviewed annually.

This policy has been agreed by the Trustees of ARCADE.

<b>Complaints Policy</b>			
<b>Policy Review Date</b>	<b>Action Required</b>	<b>Date Action Completed</b>	<b>Person completing Review</b>
February 2024	No Action	-	JC, TS, YW, KA & MR
February 2025	No Action	-	JC, KM, JA, TS, YW, KA & MR
February 2026			