Bradford Arts Centre

COMMENTS, COMPLIMENTS and COMPLAINTS POLICY and PROCEDURE

(HARD COPY KEPT OFFLINE IN BRADFORD ARTS CENTRE OFFICE)

Contents

1. **Policy Statement** 2
2. **Feedback** 2
3. **How to Make a Complaint** 2
4. **Resolving Complaints** 3
    - Stage One – Informal 3
    - Stage Two – Formal 3
    - Stage Three – Review 3
5. **Confidentiality and Anonymous Complaints** 4
6. **Responsibility** 4
7. **Variation of this Policy and Procedure** 4
8. **Policy Review** 4

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Next Review: **October 2028**

1. Policy Statement

Bradford Arts Centre is an intercultural arts hub which aims to reflect the diversity of contemporary Britain through the work we present, the artists we support and the communities we engage. We are committed to fostering an inclusive, respectful and welcoming environment and providing a high-quality experience for everyone who engages with us and our work, whether as neighbours, artists, audiences, collaborators, or visitors.

We recognise that concerns may occasionally arise and this policy outlines how you can share concerns with us, what you can expect from us in response, and how we aim to resolve issues fairly and transparently and in a timely way. We are committed to learning from feedback and using it to strengthen the way we work and the space we share.

2. Feedback

We welcome compliments and comments. If you have positive feedback or helpful suggestions for our team, please e-mail info@bdartscentre.co.uk.

3. How to Make a Complaint

A complaint is any expression of dissatisfaction or concern about our actions (or inactions), our standards of service, or facilities we have provided, which an individual, or a group of users, claim has affected him, her, or them. Complaints may be received:

- By phone or in person to any member of staff or trustee.
- In writing to Bradford Arts Centre, St Peter's House, 1 Forster Square, Bradford, BD1 4TY for the attention of the Head of Operations.
- By email to info@bdartscentre.co.uk.
- Online, including via our social media channels. Our staff will alert us to such complaints by emailing info@bdartscentre.co.uk.

If you are a member of the Bradford Arts Centre workforce and have a complaint about your own treatment at work, please refer to the Grievance Policy, or speak to your line manager

If your concern relates to serious misconduct, safeguarding, or governance failures, you may wish to escalate your complaint to an external body. We will provide guidance and support to help you identify the appropriate route if external escalation is needed. Depending on the nature of your concern, this could include:

- Charity Commission for England and Wales – which regulates charities and can investigate serious issues such as mismanagement or harm to beneficiaries.
- Fundraising Regulator – if the complaint relates to fundraising.
- Information Commissioner's Office – for concerns about data protection or privacy.
- Police – if your concern is about criminal conduct.
- Other professional or regulatory bodies, depending on the context of the complaint.

4. Resolving Complaints

Stage One – Informal

We encourage you try to resolve problems informally and at the time they arise by raising the matter with a member of our team. They will take your complaint seriously and do their best to help you to resolve the issue. Most complaints can be dealt with informally in this way.

Whether or not the team member is able to resolve a complaint at the informal stage, if it appears to involve serious issues such as safeguarding, safety, or data protection, it must be notified immediately to the designated senior manager or compliance lead.

Within three working days of receiving any complaint, the team member must report the details of the complaint and its resolution status to their line manager or supervisor.

Stage Two – Formal

If a complaint cannot be resolved informally, let us know in writing and we will delegate an appropriate person to investigate and take appropriate action. If the complaint relates to a specific individual, they should be informed and given a fair opportunity to respond.

Stage Two complaints will normally be acknowledged within three working days of receipt. The acknowledgement should say who is dealing with the matter and when a response may be expected. A copy of this policy and procedure should be provided. You may be invited to a meeting to discuss your concern.

Ideally, Stage Two complaints should receive a definitive response within a month, describing the outcome of any investigation, the conclusions, and any action that will be taken as a result. If there is a delay, an update should be sent, with an estimate of when a fuller response will be provided.

Stage Three – Review

If you remain dissatisfied, you may request a review of our handling of your complaint or of the outcome in writing. A request for a review should normally be acknowledged within three working days of receipt. The acknowledgement should say who will deal with the review and when a response may be expected. You may be invited to a meeting to discuss your concern.

The review will be undertaken by someone more senior than the individual(s) who dealt with the complaint at Stage Two. It may involve further investigation at the reviewer's discretion. Whoever dealt with the complaint at Stage Two should be kept informed of what is happening. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

At Stage Three, complainants should ideally receive a definitive response within a month. If there is a delay, an update should be sent, with an estimate of when a fuller response will be provided. Whether the complaint is upheld or not, the reply to the complainant should describe any action taken because of the complaint.

The decision taken at Stage Three is final.

5. Confidentiality and Anonymous Complaints

Any personal data you provide when submitting a complaint will be handled in accordance with our Privacy Policy. We will only collect, store and use your data for the purpose of investigating and responding to your complaint, and we will do so securely and lawfully.

Should you wish to remain anonymous, we will endeavour to maintain this, providing this still allows a thorough investigation to be conducted. However, you should be aware that anonymity may restrict some elements of the investigation or, in some cases, prevent a full investigation from taking place.

6. Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees of Bradford Arts Centre (the "Board of Trustees").

7. Variation of this Policy and Procedure

The Board of Trustees may vary the procedure for good reason. For example, a complainant may require adjustments to the process or additional support, or the complaint might concern a senior manager or a trustee, in which case it might need to be considered by a more senior individual or an independent external decision-maker.

Should you require any accommodations or have any questions about our policy or procedure, please contact info@bdartscentre.co.uk.

8. Policy Review

This policy will be reviewed every two years by the Board of Trustees.