

## **Cool it Art – Complaints Procedure**

Cool it Art aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with Cool it Art please tell us.

If you are unhappy about Cool it Art's service, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual at Cool it Art sometimes it is best to tell him or her directly.

If you feel this is difficult or inappropriate speak to the staff member's manager or the Director.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

## **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director. If your complaint is about one of the Directors, please write to the Director or Funder of the project.)

All written complaints will be logged. You will receive a written acknowledgement within three working days (if taken to the Directors - Funders could be longer).

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

## **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## **Publicised Contact Details for Complaints:**

Written complaints may be sent to Cool it Art at 5, Glasshouse Walk, Vauxhall, London, SE11 5ES or by e-mail at [coolitartclasses@gmail.com](mailto:coolitartclasses@gmail.com) . Verbal complaints may be made by phone to +44 (0) 7867798902 or in person to any of Cool it Art's staff or trustees at the same address as above or at any of our classes/events.