



**Hebden Bridge Arts**

**Complaints Policy**

**February 2024**

If you have a complaint, Hebden Bridge Arts ('the charity') will follow the process outlined below to address your complaint:

1. Please send your complaint in writing to our Creative Producer via email to [Rebekah@hebdenbridgearts.co.uk](mailto:Rebekah@hebdenbridgearts.co.uk) or Postal Address: Hebden Bridge Arts, c/o The Town Hall, St George's Street, Hebden Bridge, HX7 7BY. Please note that the Creative Producer is a part time role, and if you ask for an acknowledgement of email receipt you may not receive it immediately.
2. On receipt of your complaint it will be logged into our system and allocated a complaint reference number.
3. Your complaint will be formally acknowledged within 14 days of receipt. We will confirm to you in writing the complaint reference number, and the action and timescales for investigation.
4. If your complaint cannot be resolved by our Creative Producer, it will be referred to the Board of Trustees.
5. The charity aims to complete its investigations into any complaint it receives about its performance within 4 weeks of receipt. However, in exceptional circumstances this may take longer, you will be advised of this and revised timescales and interim updates on progress will be provided.
6. On completion of our investigation into your complaint, we will inform you in writing of the outcome, including where necessary, any corrective actions and opportunities for improvements which have been identified.

If a complaint is not upheld, the complainant may appeal to the Board of Trustees of the charity, within 2 weeks of our outcome letter. The Board of Trustees will investigate, and following investigation their decision will be final, and they will inform you in writing of the final outcome.

Please appeal in writing to: Chair of the Board of Trustees, Hebden Bridge Arts, The Town Hall, St George's Street, Hebden Bridge, HX7 7BY.

7. The complaint will be deemed closed if we have not heard from you within 8 weeks of our final outcome letter.