



COMPLAINTS POLICY

Creative Futures (UK) Ltd believes that if an employee (freelance or contractual), client or service user wishes to make a complaint or register a concern they should find it easy to do so.

We are keen to provide a positive and supportive environment in which employees, clients and service users are able to resolve any issues or concerns quickly, efficiently and professionally. We look upon any comments as opportunities to learn and then to adapt and improve our services.

This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users are taken seriously. The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation; and it is not part of a disciplinary policy.

Creative Futures (UK) Ltd engages a wide range of CRB-checked professional artists to deliver its projects and programmes. Most are engaged on a freelance basis. If any of these artists or other professionals engaged to deliver a project, or any employee, or any client organisation or service user (ie someone taking part in a project delivered by Creative Futures) wishes to make a complaint or to offer any suggestions on any aspect of the delivery of a particular project or with regard to the management of Creative Futures itself they should address this by phone, in writing, or by email to:

Julian Knight, Creative Director, Creative Futures (UK) Ltd, tel 020 8964 2700; email julian@creativefuturesuk.com

Any complaint will be acknowledged within 48 hours of receipt and immediate action will be taken, including open discussion with those involved as appropriate, to resolve the issue as quickly and effectively as possible.

This policy will be monitored and reviewed annually.

Complaints & Grievances Officer: Julian Knight, Creative Director.
Director Responsible: Karen Price, Chair of the Board of Trustees

Creative Futures (UK) Limited

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