

KWT COMPLAINTS POLICY

May 2023

Introduction.

KWT is committed to responding swiftly and efficiently to complaints. As part of our commitment to improving the service we offer, we will endeavor to find out what happened, what may have gone wrong, how we can learn from this and how we will deal with similar situations in future.

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.

Who and what this is for.

Complaints made by and about KWT staff will be assessed against the principles of the **Whistle blowing Policy** and the **Bullying and Harassment Policy** to see if the complaint is covered by those, and that the relevant procedure(s) set down are satisfactory to reach a conclusion.

This policy is primarily for KWT's licensees and sharers. It is referred to in the Studios Handbook (section 9) and is for dealing with complaints about aspect of service provision, staff members, other studio occupiers or any other matter relating to KWT. If the complaint is about bullying or harassment between licensees then, as per KWT's policy, KWT staff may agree to mediate or ask other licensees to mediate.

Suppliers, consultants, exhibitors in the Project Space and others may use this Procedure also.

Procedure.

This procedure provides a formal route for complaints to be raised with KWT. However, all parties are encouraged, wherever possible, to raise concerns directly with a staff member in the first instance, in order to seek an early resolution to the issue. Once this has been done, or in situations where this is not deemed appropriate, the following complaints procedure may be used.

You can make a complaint in writing or by telephone. A complaints form is provided to ensure that the incident is recorded adequately. This form is accessible via the KWT website. Please provide your contact details and indicate your preferred method of communication, whether by telephone, email or in writing.

Complaints should be addressed for the attention of KWT's Director on the following email: office@kingsgateworkshops.org.uk.

To help us process your complaint quickly, we will need you to provide the following:

- The nature of the complaint, with any relevant and available evidence;
- Information on whether it is an original complaint or a follow-up to a reply you were not satisfied with;
- Details of who has been involved so far and what you think needs to be done to resolve the problem.
- Your full postal address, telephone number and e-mail address

Complaints should be drawn to our attention at the earliest opportunity and no later than 12 months of the incident occurring.

In response we will:

- Acknowledge receipt of your complaint within 10 working days.
- Arrange for the complaint to be fully investigated.
- Keep you informed of progress.
- Send a full reply within 21 working days. If this is not possible, we will explain why and give you a date by which you can expect a full reply.

If you are not satisfied with the response you receive, you can ask for the matter to be reviewed by the Chair of the Trustees whose email will be supplied by the office. Explain in the email why you remain dissatisfied with the outcome of your complaint.

On receipt of the letter, the Chair of Trustees will ensure that the trustees:

- Acknowledge receipt of your complaint within 10 working days.
- Arrange for the complaint to be fully investigated, if necessary meeting with you to discuss your complaint.
- Keep you informed of progress.
- Send a full reply within 21 working days. If this is not possible, we will explain why and give you a date by which you can expect a full reply.

KWT considers the response of the board to be final and there are no further appeal mechanisms in operation as part of this process. It remains your right to elevate your complaint to bodies external to KWT, but we advise that you do so only in the event of you feel that the resolution resulting from the above process has left you significantly and unfairly impaired.

Change History

version	date	comments / changes	author
1.0	2014	Adopted	Julia Crabtree
1.1	2023	Revised	Dan Howard Birt
2.0	2023	Approved	Dan Howard Birt

