

## **Complaints Procedure**

April 2016

This procedure gives Cartwheel's project participants and audience members a formal means of voicing grievances and complaints, and referring problems and questions to Cartwheel Arts. Cartwheel Arts is committed to dealing with grievances quickly.

A project participant or audience member with a grievance should follow this procedure:

- The issue should first be discussed with the project co-ordinator for the given project. If the project co-ordinator is unknown to the complainant, the matter should first be raised with the project artist who will pass on contact details of the project co-ordinator.
- The project co-ordinator should reply to the grievance as soon as possible or in any case within seven days. If, for any reason, it is not possible for the project co-ordinator to respond within seven days then the complainant will be given a date when they will receive a response.
- If the complainant considers the reply unsatisfactory, he or she may report the grievance in writing to the Director of Cartwheel. The director should reply as soon as possible to the grievance and in any case within seven days. If, for any reason, it is not possible for the director to respond within seven days then the employee will be given a date when they will receive a response.
- The Director may call a meeting of all parties concerned in order to hear the grievance. The complainant has the right to be accompanied by a person of their choice provided that person is not a practising solicitor acting in their professional capacity.
- If the complainant considers the reply unsatisfactory he or she may submit the complaint in writing for consideration by Cartwheel's Board of Trustees. The Trustees may establish a special sub-committee which shall be chaired by a member of the Board who has not so far been involved or consulted in the matter of the grievance.

The Company will aim to resolve any dispute within the framework of the organisation. However, where this is not possible the Company would consider using external mediation, if mutually agreed by all parties involved. Failing this both parties have the right to involve legal representation at this point.