

Creative Lives aims to always provide a high level of service, but we can make mistakes or circumstances can affect our performance. In these situations, we will apologise and try to put things right. We also endeavor always to learn from our work and recognise feedback as an opportunity to improve.

We value your feedback, so please contact us with any comments or complaints you may have. We will address your concerns as soon as possible.

How do I complain or give feedback to Creative Lives?

Formal complaints and feedback can be made in writing, by post or email, to the relevant manager from the following list. Please mark your envelope or message as **'Private and Confidential'**.

However, if you are unsure who the most relevant manager is (or if your complaint is about one of our managers) you should write directly to our Chief Executive. (Complaints about the Chief Executive should be addressed to the Chair of the Board of Trustees, see below.)

England

Jess Plant, England Director.
Trade Street Desks, 14 Trade Street, Cardiff CF10 5DT.
jess@creative-lives.org

Ireland

Robin Simpson, CEO
1F North Valley Business Centre, Mallow Road, Cork, T23 KC67.
robin@creative-lives.org

Scotland

Jemma Neville, Scotland Director.
The Melting Pot, 15 Calton Road, Edinburgh EH8 8DAL.
jemma@creative-lives.org

Wales

Gareth Coles, Wales Director.
Trade Street Desks, 14 Trade Street, Cardiff CF10 5DT
gareth@creative-lives.org

Creative Lives CEO

Robin Simpson.
Trade Street Desks, 14 Trade Street, Cardiff CF10 5DT
robin@creative-lives.org

Creative Lives Chair of Trustees

David Bryan
Trade Street Desks, 14 Trade Street, Cardiff CF10 5DT

Responsibilities

Creative Lives' responsibility will be to:

- Acknowledge the formal complaint in writing within 5 days of receipt.

- Respond as fully as possible within the time stated in the initial acknowledgement (usually 10 working days).
- Record the correspondence in the formal complaints log; deal reasonably and sensitively with the complaint.
- Take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to Creative Lives' attention, normally within 4 weeks of the issue arising.
- Explain the problem as clearly and as fully as possible, including any action taken to date.
- To co-operate as fully as possible with Creative Lives during the complaints process; allow Creative Lives a reasonable time to deal with the matter.
- Recognise that some circumstances may be beyond Creative Lives' control.

What will we do with your complaint?

The manager receiving your complaint will acknowledge receipt within 5 days of receipt.

The manager will then discuss the details of your complaint with our Chief Executive, who is personally responsible for maintaining our formal complaints log. Depending on the nature of the complaint, we may also consult other relevant people including a member of our Board of Trustees.

At any time during the process, you may be asked to attend a meeting to discuss your complaint with the person conducting the investigation. You may also be contacted by letter or telephone to discuss or clarify particular aspects of your complaint.

When should I expect a response to my complaint?

Our target is to provide you with a considered response no later than 10 working days from receiving your complaint. We will keep you informed of progress and set a specific date by which we will be able to give you a full reply.

What if I am unhappy with the response to my complaint?

If you are unhappy with the response we make to your formal complaint, please write, within 1 month, to the Creative Lives Chief Executive (contact details as above). The Chief Executive will review your complaint and our response to you. A reply will then be sent to you within 10 working days. If you remain dissatisfied (or if your complaint is about the Chief Executive) you may then appeal the decision to our Board of Trustees (contact details as above).