

Craft & Design Collective and Space CRAFT

Complaints Procedure

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Originator	Lotus de Wit (Retail & Administrative Support Officer)
Policy Approved By	Jan Irwin (Co-ordinator)

The following Complaints Procedure has been devised for dealing with issues which constitute, or are liable to constitute a source of grievance to a customer or member of the public in relation to the Craft & Design Collective and Space CRAFT.

It is essential that the procedure should operate rapidly and efficiently and the time limit specified in each stage and between stages of the procedure should, unless altered by mutual agreement between the parties concerned, be strictly observed.

Written complaints may be sent to Board of Directors, Craft & Design Collective, Space CRAFT, A7 The Fountain Centre, College Street, Belfast, BT1 6ET or by email to info@craftanddesigncollective.com

Verbal complaints may be made by phone to +44 (0)28 9032 9342 or in person to any of the Craft & Design Collective and Space CRAFT's staff at the address above.

1. PURPOSE

The Craft & Design Collective and Space CRAFT are committed to providing excellent customer service.

The Craft & Design Collective and Space CRAFT welcome all forms of feedback as a way of implementing continuous improvement and aims to resolve any complaints as fairly as possible.

The aim of this Complaints Procedure is to provide a means to resolve all issues to the satisfaction of all parties.

The Co-ordinator and, where applicable, the Craft & Design Collective's Board, will ensure that all complaints are given equal attention.

2. AIMS & OBJECTIVES

- 2.1 To provide a friendly, efficient service that promotes equality for all members of the public;
- 2.2 To ensure that there is no conflict of interest when dealing with complaints;



craft & design collective



Home of the Craft & Design Collective
Celebrating and Promoting Craft, Applied Art and Design
Supporting Local Artist/Designer/Makers



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- 2.3 To deal with all complaints in a timely manner and ensure a professional and impartial outcome on all reported issues;
- 2.4 To provide a response to all complaints within four weeks wherever possible;
- 2.5 To critically assess the issues raised by complaints, identify concerns and where necessary make improvements to procedures;
- 2.6 The issues raised by complaints will be collected and raised for review by the Craft & Design Collective's Board;
- 2.7 Customers will not be disadvantaged in any way by making a complaint.

3. SCOPE OF PROCEDURES

The scope of the Complaints Procedure will include:

- 3.1 Complaints in respect to any purchases from Space CRAFT;
- 3.2 Complaints by members of the public concerning any service or facility provided by the Craft & Design Collective and Space CRAFT;
- 3.3 Complaints relating to all discrimination including race, disability, age and sexual orientation.

4. EARLY RESOLUTION

- 4.1 As far as possible, every effort should be made to resolve a complaint promptly;
- 4.2 When appropriate, complainants are encouraged to talk directly to the staff to see if an informal resolution can be reached;
- 4.2 In the event a complaint has not been resolved informally, the concerns can be raised as a formal complaint. Please see the Formal Complaints Procedure below.

5. FORMAL COMPLAINTS PROCEDURE

This procedure should be followed if the complainant is dissatisfied with the outcome of early resolution or if the nature of their complaint cannot be resolved by the staff at the Craft & Design Collective and Space CRAFT due to conflict of interest, seriousness or complexity of the issue.

5.1 Making a Formal Complaint

A customer wishing to make a formal complaint within this procedure should submit details to the Craft & Design Collective's Board of Directors in the following ways:

In writing, by letter or by email to Board of Directors, Craft & Design Collective, Space CRAFT, A7 The Fountain Centre, College Street, Belfast, BT1 6ET

Email info@craftanddesigncollective.com

Formal complaints received by the Craft & Design Collective and Space CRAFT's staff will be treated confidentially and will be forwarded to the Craft & Design Collective's Board of Directors for processing.

5.2 Process

- The Craft & Design Collective's Board of Directors will record the details of the complaint and notify the complainant within one week in writing to acknowledge receipt of complaint;
- The Craft & Design Collective's Board of Directors will ensure that the complaint is referred to a relevant person to investigate the complaint. This will normally be a board member who has not been involved previously;

- If appropriate the Board of Directors may appoint an independent/external professional to deal with the complaint;
- The Craft & Design Collective will ensure all records of complaints will be held securely.

5.3 Time Frame

- A response to the complaint will be sent four weeks following referral of the formal complaint to the appropriate senior member of staff;
- The complainant will be informed of their right to appeal;
- If no further correspondence is received from the complainant, the matter will be deemed as closed;
- If there are unusual circumstances where the four week time frame cannot be adhered to then the complainant will be informed in writing with an indication of the reviewed timescale.

5.4 Final Response

The complainant will be provided with a written overview at the conclusion of the formal stage.

6. APPEAL

6.1 The complainant has the right to appeal if:

- The complaints procedure was not followed;
- There is new evidence that was not considered in the original case.

6.2 Procedure for Appeal

- The complainant must lodge their appeal in writing to the board within five working days of the notification of the outcome of the complaint;
- The board will review the complaint within two weeks of the appeal being received;
- The board will respond in writing directly to the complainant to inform them of the outcome of the appeal;
- The judgment of the board is final and there is no further right of appeal.