



Feedback and Complaints Procedure

We welcome feedback at Black Swan Arts (BSA). It helps us improve our services to the public. We are happy to hear feedback, both positive and negative. This can be given in person to any volunteer steward or our centre manager. Feedback can also be provided in writing. We endeavour to respond to any written feedback within five working days.

If something has gone wrong and you wish to make a formal complaint, we have a procedure to help you. If you have a complaint about BSA, we want to hear about it so that we can consider it and, where appropriate, we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase visitor satisfaction;
- To use complaints constructively in the planning and improvement of our work.

How to complain

A formal complaint should be submitted in writing. This will be passed to a trustee who will investigate the complaint and report back to you within 20 working days.

Write down your complaint and send it to:

The Centre Manager
Black Swan Arts
2 Bridge Street
FROME
Somerset
BA11 1BB

If you are not happy with the response or think your complaint has not been taken seriously, you can appeal to the whole board of trustees. You must do this in writing within 5 working days of receiving the response. The board will then consider the matter at its next meeting and either uphold or overturn the original finding.

We will not respond to complaints which are threatening, racist or offensive.