

The Spark Arts for Children

Complaints and Comments Policy



1. Purpose of the Policy

The purpose of this policy is to enable customers to complain or comment about the service they have received from us.

2. Policy Statement

The Spark is committed to providing an accessible, high quality, efficient, and accurate service in all its interactions with the community. However, we realise that, even in the best run organisations, there may be times when things go wrong and customers may not be happy with the service that they have received.

If this happens or a customer feels that the services provided by us are generally not up to scratch then we will do all we can to investigate and solve the problem as quickly as possible.

If you would like to make any general positive or constructive comments we welcome your feedback.

3. Definitions

We define a complaint as:

“an expression of dissatisfaction about an aspect of the service that a person/organisation has received from The Spark Arts for Children”.

The Spark works in partnership with a range of organisations to deliver the 2 week children’s arts festival in Leicester and Leicestershire. It may be more appropriate to redirect complaints and comments to our partners. In such cases, we will forward your correspondence and write to you with the contact details for the person handling your complaint / comment.

4. Complaints / Comments Procedure

To help clarify our approach to comments and complaints a simple procedure has been established. You will receive a letter within 5 working days from the day we receive it. This will tell you who will be dealing with your complaint / comment and when we will respond to your complaint.

You should expect that your enquiry is:

- Handled respectfully and sensitively
- Treated in confidence and within current information legislation
- Responded to in full and within the timescale specified

We will hope to bring about a fair and satisfactory resolution and we may draw upon the experience and feedback to improve our level of service in the future.

You can contact us by letter, telephone or e-mail:

By letter to:	The Spark, LCB Depot, Rutland Street, Leicester, LE1 IRE
By telephone:	0116 261 6893
By e-mail:	info@thesparkarts.co.uk