



Complaints Procedure

This procedure was adopted on 28th August 2022
This procedure is due for review on 28th August 2023

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COMPLAINTS PROCEDURE

Is it a complaint?

You have noticed that something has gone wrong

Have you told anyone at Art Inc yet? We may not yet be aware that there is a problem. Please give us a chance to fix it.

Have you tried phoning or emailing us yet? Sometimes concerns can be dealt with very quickly with a chat. We want to work with our referrers, families and young people.

If your concern cannot or has not been easily resolved, please log a complaint with us.

Start by emailing us

- call the subject title complaint
- Please give the time, date and people involved in the concern
- Explain what has happened in clear factual terms
- Say what you would like to happen
- Include times, dates and names of any previous discussions about your concern/s prior to you submitting a complaint

Art Inc will

- Take all complaints seriously
- Response within 48 hours
- Will investigate
- Confirm how we have dealt/resolved your complaint within 14 days after that

Escalating a complaint

If you are not happy with how we have dealt with your complaint please email/chat with us first about what you are unsatisfied about. If you are still unhappy please email us again

- call the subject title escalated complaint
- Please give the time, date and people involved
- Explain what has happened in clear factual terms and why you are still unsatisfied
- Say what you would like to happen
- Please include evidence to support your claim and include times, dates and names of any previous communications about the complaint in question

Art Inc will

- Take your escalated complaint seriously
- Response within 48 hours
- Will investigate any new evidence
- Confirm how we have dealt/resolved your escalated complaint within 14 days after that

If you are still unsatisfied with how we have dealt with your complaint please contact West Sussex County Council, Fair Access, Pupil entitlement and discuss our service as an independent alternative provision.

Fair Access Telephone Line: 033022 28543