



Feedback & Complaints Procedure

We welcome any feedback you may have about our organisation. As a valued visitor, participant or supporter of Pallas Projects/Studios, we know it is important that we facilitate any feedback or complaints that you may have. We are committed to ensuring we live up to our reputation as a respectful, honest and open organisation, and we aim to continue to achieve the highest standards in fundraising practice. Pallas Projects/Studios listens and responds to the views of the general public and supporters so that we can continue to improve. If for any reason, you should feel aggrieved then we will endeavour to do our utmost to make sure that we come to a satisfactory solution.

Therefore we aim to ensure that:

It is as easy as possible to make a complaint or offer feedback.

We treat as a complaint, any clear expression of dissatisfaction with our operations which calls for a response.

We treat any feedback or complaint seriously whether it is made by telephone, letter, email or in person.

We will deal with it quickly, politely and respectfully.

We will respond to the situation appropriately and accordingly.

We learn from our complaints, use them to improve and monitor at Management level.

If you do have a complaint

If you do have a complaint about any aspect of our work, you can contact Pallas Projects/Studios by email, post, telephone (contact are on the footer of our homepage) or in person. In the first instance, your feedback or complaint will be dealt with by a staff member who may resolve the issue, or forward it to the most appropriate person to respond. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

If your complaint is received over the phone we will endeavour to have it resolved there and then (where possible), if it is received by email or post we will aim to acknowledge it within 5 days and do everything to resolve any complaints within 10 working days.

If you are not happy with our response you may get in touch again by writing to the Board of Pallas Projects/Studios. The Chair will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.