

# THE COMMON GUILD

Visual arts: Projects / Events / Exhibitions

## Complaints Procedure

This document advises members of the public how to make a complaint about anything they have encountered through our work. It explains the procedure that should be followed and the steps taken to address any issues.

The Common Guild is committed to providing an excellent experience for public and staff alike.

### 1. How to make a complaint

- a) If a member of the public is unhappy with any aspect of service that they have received from TCG, we would like to hear from them
- b) Complaints can be made in writing (by letter or e-mail). Complaints should be directed to:

The Common Guild  
21 Woodlands Terrace  
Glasgow G3 6DF  
Tel.: 0141 428 3022

Or e-mail: [info@thecommonguild.org.uk](mailto:info@thecommonguild.org.uk)

- c) Correspondence should be clearly marked 'Complaint' at the outset to guarantee relevant attention.
- d) TCG undertakes to respond to any complaints received from members of the public within one week.

### 2. What information we require

- a) When making a complaint, please provide name and address or e-mail address if preferred.
- b) Complainants are asked to provide as much detail as possible about the issue, such as, for example, date and time of occurrence, etc.

### 3. What we will do

- a) All complaints received will be recorded on a form, which will then provide a permanent record of the complaint, along with any other supporting materials. This will be held for 2 years subsequent to the date of the receipt of the complaint and will also detail how it was resolved.
- b) Complainants will receive a response within 7 working days
- c) If the complaint relates to a complex matter and requires more time to investigate, the complainant will be advised as to how the matter will be progressed and likely timescale for full resolution

#### 4. Who deals with complaints

- a) Once recorded on receipt, all complaints are addressed by the Director, who will respond to matters arising after discussing with appropriate staff members and / or service providers.
- b) The Director is responsible for the effective and conclusive handling of all complaints.

#### 5. What to expect

- a) A response within 7 working days
- b) The restoration of the relationship and any due recompense
- c) Clear and prompt handling of the issue
- d) TCG will be fair and objective

#### 6. What happens if response is unsatisfactory

In the instance of the response proving unsatisfactory, the matter will be referred to the Board by the Director. A member of the Board will then assume the responsibility of resolving.