

## COMPLAINTS POLICY

Updated May 2024

### **CREATE WELCOMES FEEDBACK FROM EVERYONE INVOLVED IN ITS ACTIVITIES, AND TAKES ANY COMPLAINT SERIOUSLY.**

This policy does not apply to Create's employees. If a Create employee has a complaint, this should be raised in accordance with Create's grievance procedure. This policy applies to Create's volunteers, freelancers and clients.

Create's complaints policy aims to ensure that any complaint is dealt with in the most immediate and effective manner. Complaints will be dealt with sensitively, telling only those who need to know and following any applicable data protection requirements. Overall responsibility for this policy lies with the Board of Trustees.

There are three levels in the complaints procedure. Create may, however, at its absolute discretion vary, replace or withdraw this policy and address any complaints in a manner which it considers appropriate in each case.

#### **Level 1**

In the first instance, complaints should be taken up verbally with Create's Office Manager (T: 020 7374 8485). It is hoped that the Office Manager will be able to provide an immediate and satisfactory resolution. We hope that most complaints can be resolved informally in this way.

#### **Level 2**

If the complainant feels that Create's Office Manager has not provided a satisfactory resolution to the complaint, they should address the complaint to the Chief Executive who will aim to investigate and provide a written response within 15 working days. If the complaint is regarding the Chief Executive the complainant should proceed to level 3.

#### **Nicky Goulder**

Chief Executive, Create  
Third Floor, 14 Austin Friars  
London EC2N 2HE

#### **Level 3**

If the complainant is still unhappy with the response received they should address the complaint to the Chairman who will investigate and provide a written response within 15 working days:

#### **Tony Cates**

Chairman of the Trustees, Create  
Third Floor, 14 Austin Friars  
London EC2N 2HE

Complaints made at Levels 2 and 3 should be in writing if possible. If writing is not accessible to the complainant, they may make the complaint by telephone, in person or through a representative.

### **WRITTEN RESPONSES TO COMPLAINTS AT LEVELS 2 AND 3 WILL SET OUT**

- how the complaint has been investigated (eg by speaking to those involved);
- whether the complaint is (a) upheld by Create, (b) partially upheld by Create or (c) not upheld by Create;
- any action that Create intends to take as a result of the complaint.