



Complaints Policy (March 2026)

If you have a complaint about us, we want to hear about it and we will do our best to put it right. We aim to deal with complaints fairly, efficiently and effectively, and ensure that all complaints are handled in a consistent manner. Strict confidentiality and proper discretion will be maintained, as far as is possible, to safeguard all parties.

This document is for anyone we engage with. This includes audiences, participants, freelancers, consultants, contractors, trainees, and other workers. If an employee wishes to make a complaint, they should instead follow the Company's standard grievance process.

HOW TO COMPLAIN

Our aim is deal with any complaint as soon as possible. Many complaints can be resolved informally. In the first instance contact us and, if you feel able, speak to the member of staff (or team) with whom you have had contact or ask to speak to the relevant manager, who will try to resolve the matter.

If you make contact in person or by phone, please make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint. Please put your complaint in writing and send it to:

Head of Operations
artsdepot
5 Nether Street
Tally Ho Corner
London
N12 0GA
Telephone: 0208 369 5490
Email: info@artsdepot.co.uk

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days, and you may be contacted to obtain any additional information that we may require to help us resolve the complaint. You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

If as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the outcome of your complaint outside of any disciplinary procedure.

If a criminal offence is alleged, then the police will be informed.

Can you take your complaint elsewhere?

artsdepot is a registered charity monitored by the Charities Commission of England & Wales.

If you feel we have been unable to properly resolve your complaint you can find further information on potential avenues here:

<https://www.gov.uk/complain-about-charity>

artsdepot is also subject to all trading laws and best practice, further information on consumer protection rights can be found here:

<https://www.gov.uk/consumer-protection-rights>