



## **Digital Writes - Development & Publishing C.I.C.**

### **Complaints Policy**

#### **About Digital Writes**

Digital Writes aims to provide children and young people with enriching creative experiences that give them a genuine sense of achievement, boost their self-esteem and self-confidence, and give them a genuine feeling of power and autonomy.

We fulfil this aim by providing children and young people with enriching creative experiences in the fields of creative writing, visual arts, performing arts, filmmaking, animation, music, digital arts, video games and similar activities, regardless of any disadvantage they may have.

#### **Complaints procedure**

In order to ensure our activities, workshops and events maintain a high standard and continue to improve where possible, we have a procedure you can follow to let us know if you're not satisfied with your dealings with Digital Writes.

If you're not completely happy with Digital Writes please tell us.

If you're unhappy about any Digital Writes service, please speak to the relevant staff member, manager or a Company Director.

If you're unhappy with an individual in Digital Writes sometimes it is best to tell them directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or a Company Director.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

#### **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to one of the Company Directors:

- Keith Phillips;
- Keira Georgeson;
- Ben Morris;

at Digital Writes, 10 Alveston Close, Westlea, Swindon SN5 7DE.

Alternatively, can register a complaint through our website by sending a message directly to one of our directors: <https://www.digitalwrites.org.uk/complaints>

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

## **Compliments**

Whilst it's important for our service users and project participants to be able to report complaints and have them addressed, it's crucial for us to know what went well. This helps us counterbalance any complaints we have received and assess the consensus on a particular issue or aspect of our work.

## **Declaration**

This Code of Conduct was written by Digital Writes staff based on a standard example by NCVO

(<https://www.ncvo.org.uk/about-us/our-governance/2-content/428-complaints-procedure>) and approved by Digital Writes Board of Directors on 7 July 2020.

We are committed to reviewing our policy and good practice annually.