

Ayna Arts's Complaints Procedure

Purpose

Ayna Arts welcomes feedback and takes complaints seriously. This procedure ensures concerns are handled fairly, transparently, and promptly.

Stage 1 – Informal Resolution

Concerns should first be raised informally with the relevant facilitator or project lead, either verbally or in writing. We aim to resolve issues within **10 working days**.

Stage 2 – Formal Complaint

If unresolved, complaints should be submitted in writing to the Director in charge. A written response will be provided within **10 working days**.

Stage 3 – Review Panel

If dissatisfaction remains, a review panel will be convened, including at least one person independent of day-to-day management. A written outcome will be issued within **10 working days**.

Records

All complaints and outcomes are recorded confidentially.