



Lantern Arts Centre - Complaints Policy	
Reviewed by	William Ostrom, Trustee
Date reviewed	30 August 2024
Date Next review	30 August 2027

Statement of policy

The Lantern Arts Centre upholds the Christian principle of providing all its participants, volunteers, visitors and staff a safe sanctuary where kind and respectful conduct in an open and accountable way builds confidence, trust and respect. As part of our spirit of community support and engagement we listen openly and positively without judgement to all complaints and aim to respond quickly and attentively to any departure from our standards of service delivery and conduct by all participants.

Therefore, we aim to ensure:

- making a complaint is as easy as possible
- complaints are treated as a clear expression of dissatisfaction with any aspect of activity, interaction and facility on the premises or via social media we host
- complaints are dealt with promptly, politely and, if appropriate, in confidence
- we respond in the right way - for example, with an explanation, remedial action and an apology where we have got things wrong
- we learn from complaints to change ways of working where these are shown to be a contributory factor, and where facilities or service provision falls short
- when required mediation is facilitated between the complainant and any individual to whom the complaint applies or who may be responsible for the issue
- an informal approach is applied when genuinely welcomed.

Complaint escalation:

- In the event concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.
- if there is persistent behaviour that transgresses the rights and wellbeing of any individual without successful remedy the Safeguarding Policy will be applied
- If the complaint relates to a significant issue with service delivery or facility deficiency that is persistent, the matter must be referred to the Board of Trustees.