

CREATIVE WORKS

A SPACE FOR WORK AND LIFE

Creative Works Complaints Procedure

Stage one - informal resolution of concerns

It is recognised that community members will, from time to time, have normal and legitimate concerns about the level of service or other matters at Creative Works. You are encouraged to make those concerns known to staff so that they can be addressed.

Almost invariably, the sooner such concerns are raised the easier it is for an appropriate resolution to be found. A concern may be raised with the Community and Marketing Manager

The Community and Marketing Manager will try and resolve the matter or will refer you to the appropriate person if they are not able to help.

Stage two – formal complaint

If the matter cannot be resolved or in the event that you are not satisfied after the informal stage, you may make a formal complaint to the Managing Director (MD) alexis@creativeworks.space

If the complaint concerns the MD then the complaint may be made to the director of operations (DOO) ben.jolly@bigcreative.education

A complaint may only be raised by a current or former community member at Creative Works. Former members have 4 weeks to make a complaint after their membership has formally ended, complaints made after this time will not be considered.

A formal complaint should be in writing and sent to the MD on the email address above, giving as much detail as possible. In most instances, there will be an investigation in order to understand the circumstances surrounding the complaint.

That investigation will be undertaken by the MD and you will normally receive a written response within 5 working days following receipt of the complaint. If the MD feels that it is necessary, within reason, to ask for additional time, you will be informed.

Stage three - appeal

If you are dissatisfied with the way in which your complaint has been handled, you may take your complaint to the final stage of the procedure.

You should put your complaint in writing to the DOO on the email address above detailing why you are dissatisfied with the first investigation.

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You will normally receive a written response within 5 working days following receipt of the complaint. If the DOO feels that it is necessary, within reason, to ask for additional time, you will be informed.

The decision of the DOO is final and at this stage you will have come to the end of the Creative Works internal complaints procedure.

Last updated	Next review	Person responsible
Jul 2025	Jul 2027	BJ / EG