



Visual Art at the heart of Shropshire, Telford and Wrekin

Visual Art Network (VAN) – Complaints Policy

If possible complaints will be addressed as and when they arise, however this may not always be possible.

1. Formal Complaints about VAN processes

Processes include conduct of members and trustees, sales, payments and VAN business except premises and property matters and criminal matters.

Formal complaints must be made in writing and the complainant will receive a written response within 7 working days for a first stage complaint and within 28 days for a second stage complaint.

- (1) **First Stage** is a complaint to the Chair, if the complainant is not satisfied with the decision of the Chair, the complaint goes to the:
- (2) **Second Stage**, when the complaint will be addressed by a panel of three trustees, of which the Chair will not be a member, but either the Secretary or Treasurer or both will be members. No trustee who is directly involved with the complaint may be on the panel.

If the complaint is about the Chair the complaint proceeds straight to the second stage.

If the complainant is still not satisfied the complainant may either complain to the Charity Commissioners, Trading Standards, Mediation or Court of Law.

2. Complaints about Property or Premises

These should be referred to the Chair, who will inform the Trustees. The Chair will deal with the matter, or refer it to the Landlord or their agents.

If the complaint is from the Landlord or their agents the matter goes through the formal complaints process.

3. **Criminal** matters must be referred to the police.
4. **Vexatious** complaints e.g. complaints already addressed may lead to VAN taking legal action.
5. VAN will not tolerate **abusive** complaints and may report the complainant to the police.