

Open Access Arts - hereinafter referred to as OAA Complaints Policy

Review Date: Oct 26

Open Access Arts is a small organisation (partnership) collaborating with freelance creatives/multidisciplinary artists who are invited to collaborate on a project-by-project basis

Freelance Creatives: Compliance, Conduct, and Best Practice Agreement.

All freelance creatives engaged by Open Access Arts are required to strictly adhere to the company's internal policies and procedures, as outlined in the onboarding materials. While working with us, freelancers operate as independent contractors and remain solely responsible for their own professional conduct, industry best practices, and the quality of their deliverables. Open Access Arts accepts no liability for individual compliance failures, breaches of professional standards, or misconduct during the course of the engagement.

Partner Organisations

While we will work closely together with partner organisations, and maintain a shared awareness of health, safety, safeguarding, inclusion and other protocols, the Partner Organisation retains primary responsibility for these standards within their facilities. To ensure complete alignment, we will collectively review and discuss these protocols at the start of each project.

Open Access Arts

Purpose

The purpose of this policy is to ensure our standards remain high and establish a procedure through which you can let us know if for any reason you are not satisfied in your dealings with us.

This policy lays out the commitments made by anyone directly connected with OAA activities with regard to complaints and establishes a procedure about how complaints will be dealt with.

Statement of Intent

- OAA recognises that a complaint is an expression of dissatisfaction that a customer, partner, member, trustee, member of staff or volunteer wishes to have addressed and an opportunity for us to improve our service.
- OAA will address complaints positively, quickly, and courteously and treat all complaints equally and seriously.
- OAA will record all complaints and keep the complainant informed of progress and record any action taken to address them.

COMPLAINTS PROCEDURE

Where possible, in the first instance, complaints should be directed to the person providing the service. This can be done by phone, email or in person so that the matter can be dealt with immediately.

If you remain dissatisfied with the outcome you should put your complaint in writing to:

OAA - jkhrouke@aol.com

** If the complaint is about an organisation OAA are collaborating with please inform OAA who will offer support and record the complaint.

OAA will provide details of the named person within the organisation you will need to contact directly.

We/they will acknowledge your complaint in writing. Where possible, your complaint will be investigated and responded to within 10 days.

If an OAA/organisation investigates your complaint and finds it unfounded and you remain dissatisfied with the outcome of your complaint, you can ask for it to be reviewed .Once

reviewed, unless your complaint is found to be unlawful, this decision will then be binding.

Safeguarding & Professional Bodies: If your complaint involves the safety of children or vulnerable adults, you can report them directly to the Local Authority Safeguarding team. Please see Safeguarding Policy.