

The Art Ministry - Complaint Handling Summary

We are committed to addressing any complaints you have about our sessions, events, or staff. While we regret any cause for complaint, we value your feedback as it helps us improve.

If You Complain:

- You will be treated with respect.
- You will be listened to.
- You can still access our sessions and events.
- You will be kept informed about the progress of your complaint.
- You may choose how you prefer to be contacted (email, letter, phone call, or face-to-face).

Making a Complaint:

You can address your complaint to the Chair of Trustees:

- Emailing us at: contact@theartministry.org.uk
- Calling us on: 07582 025163
- Writing to us at: The Art Ministry, 1 Church Road, Hadleigh, Essex, SS7 2DQ

Please mark your complaint as “Private and Confidential”.

Handling a Complaint:

We do not have a dedicated Complaints department. Instead, a Trustee will handle your complaint. If your complaint is about a specific Trustee, another Trustee will manage it. We will ask how you prefer to be contacted and aim to resolve all complaints within seven days, though complex issues may take longer.

Getting Help with a Complaint:

- You can ask a trustee or session leader about our complaint process and they will give you access to our Complaints. Policy and Procedures.
- If you need help making a complaint you can ask a friend, relative, or carer to assist you, but if you want them to act on your behalf, we will need your written permission.

Safeguarding Concerns

If you have a safeguarding concern, please speak to a staff member, report it to the appropriate authority, or email our Safeguarding Officer at: safeguarding@theartministry.org.uk.

General Concerns:

For general concerns that might be resolved before becoming formal complaints, please speak directly with a staff member.

A copy of our Complaints’ Policy and Procedures is available on request.

26th October 2025