

Complaints policy and procedure

The Stringcredibles are committed to providing the very best possible service for audiences, donors, participants, and all our stakeholders. We try to make sure that every experience with The Stringcredibles is a positive one, but we understand this may not always be the case.

You can make a complaint about an activity or aspect of our service we have delivered by following the 2-stage procedure set out below.

All complaint details, outcomes and actions are recorded by us and used to help us improve our services. We retain this information in line with data protection legislation.

To make a complaint about The Stringcredibles, you can email:
The Stringcredibles at 'contact@thestringcredibles.com'

Stage One

Email us about your dissatisfaction, including as much detail as possible. We ask that you do this within one month of the action that gave rise to your complaint. We will acknowledge your complaint within seven days and will seek to reach an amicable resolution with you in a collaborative, co-operative spirit.

Stage Two

If such a resolution is not possible and you feel your complaint has not been satisfactorily resolved, we invite you to write to the Chair with your complaint using The Stringcredibles email: contact@thestringcredibles.com. Your complaint will be acknowledged within seven days. A member of the team will investigate the complaint and prepare a written report within 28 days. The investigation will include the opportunity for you to explain the circumstances of your complaint. The Chair will consider the report and write to you with his/her conclusions and any proposed course of action.

January 2024

Next review April 2025