

Scottish Sculpture Workshops Complaints Policy

Scottish Sculpture Workshop aims to always provide a high-quality programme. Whether you think we're doing well, or feel we need to do better, we value your opinion and want to hear from you.

If you are not happy with Scottish Sculpture Workshop in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might take part in our programme in the future.

What to do

First, speak to the SSW staff member delivering the programme you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach SSW staff directly then email admin@ssw.org.uk or call 01464 861 372 or write to:
SSW, 1 Main Street, Lumsden, Aberdeenshire, AB54 4JN.

Whatever method you choose, we will deal with the matter in the same way.

What happens next?

We will respond to you within 5 working days. We will tell you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within 10 working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

We will handle all comments and complaints sensitively. Scottish Sculpture Workshop will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our programme.

What if I'm not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to Scottish Sculpture Workshop using the above contact methods. This may be escalated to the relevant SSW Director who will look at the situation and decide if further action is needed.

If you are still unhappy with the outcome of this response, you can write to the Chair of Scottish Sculpture Workshop's Trustee board, who will look at the situation again and decide if further action is needed. Their contact details are board@ssw.org.uk.

Overall responsibility for this policy and its implementation lies with the board of trustees of Scottish Sculpture Workshop.

- last updated March 2024