



Complaints Procedure – in relation to Consumer Credit Activities **only**

The procedure provides for the gallery to respond appropriately to complaints arising from its activities involving consumer credit.

What constitutes a complaint?

In terms of definition, a complaint is an approach through any medium, including in person, from anyone outlining a breakdown in the consumer credit services provided by the gallery. The complaint could relate to poor or unsatisfactory customer service, the conduct of an employee, or a significant misunderstanding or misinterpretation of information.

Complaints Procedure

Stage 1: Initial Complaint

- At the initial stage, please contact the gallery who may be able to provide you with an immediate explanation or apology. If this is unsatisfactory then you will be provided with a copy of this Complaints Procedure for Consumer Credit Activities together with a copy of the Financial Ombudsman Service's explanatory leaflet.

If you are not satisfied with their explanation/apology at Stage 1, you may wish to move your complaint on to Stage 2.

Stage 2: Formal Complaint

This takes the form of a formal written complaint to Alyn Coleman, Head of Finance and Accounting Services at the Arts Council of Wales. (Please see ***Getting in touch with us***)

Formal complaints should be submitted within 3 months of the action or decision to which the complaint refers.

Please provide the following information:

- **What the complaint is about**
- **When it happened**
- **Who originally dealt with the matter**
- **What you would like to happen to put things right**

You should set out the facts as clearly as possible, in a logical order. Remember to include important details and dates where possible.

- Complaints should be clearly marked 'confidential'.
- We will record and log your complaint to ensure consistency should it be taken further.
- We will acknowledge the complaint within 3 working days and a copy of the Financial Ombudsman Service's explanatory leaflet will be provided to you if required.
- A full and final response will be issued within 10 working days from receipt. If a final response cannot be made within this time, you will be advised of the reason why, and a timescale for a final response will be given. A final response will be made within 8 weeks of receipt of your complaint. You will also be advised that, if you are dissatisfied with the delay or final response, you may refer your complaint to the Financial Ombudsman Service.
- In the case of complaints against employees of the gallery, we will ask the gallery to investigate the complaint and report their findings to us.
- If the facts of the complaint are in dispute, it may be appropriate for us to seek further information from you. If, in the light of the information available, we conclude that there is sufficient substance to the complaint for it to be investigated further, the following action will be taken:
 - If your complaint includes a complaint against an Arts Council employee, we will take action in accordance with our disciplinary policy. You may be asked to participate in this process.
 - In all cases, your complaint and outcome will be recorded and logged to ensure continuity if the process is taken further. We will inform you of the outcome of the complaint. This final response will include the information that, if you are dissatisfied with the response, you may refer your complaint to the Financial Ombudsman Service, and that you must do so within six months. Unless previously provided, a copy of the Financial

Ombudsman Service's explanatory leaflet will be sent with the final response.

- You may also refer your complaint to the Financial Ombudsman Service if we have had at least eight weeks to resolve the complaint and have failed to do so in that time.

The Financial Ombudsman Service

- If you are not satisfied with our final response, you may write to the Financial Ombudsman Service and request that the complaint be reviewed. You must do this within six months of the date of our final response. Please see below for contact details.
- The Financial Ombudsman Service cannot consider a complaint if you refer it to them less than eight weeks after we received your complaint, unless we have already sent you a final response.
- The Financial Ombudsman Service is unbiased and will consider both sides of the complaint.

Judicial Review

- The ultimate recourse for any complainant is through the courts.
- Judicial review entails an examination of the facts to determine whether or not the complainant's case has suffered procedural violation in terms of the law.

Getting in touch with us

If you wish to make a general enquiry about making a complaint related to the Arts Council's consumer credit activities, please contact Alyn Coleman, Head of Finance and Accounting Services at the following address:

Arts Council of Wales
Bute Place
Cardiff
CF10 5AL

Tel: 0845 873 4900

SMS: 07797 800504

Email: alyn.coleman@artscouncilofwales.org.uk

Website: www.artscouncilofwales.org.uk

Other Contacts

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Tel: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk