

The Folkestone Performing Arts Company's Complaints Procedure

Last review: January 2026

Next review: January 2029

1. Introduction

Our charity aims to provide high-quality services. If you are unhappy with any aspect of our work, we encourage you to let us know so we can learn and improve. We take all complaints seriously and handle them promptly, fairly and confidentially.

2. How to Make a Complaint

You can make a complaint in either of the following ways:

- **To:** Matthew Hahn, Artistic Director
- **Email:** FOLKESTONEPAC@GMAIL.COM
- **Phone:** 07897 084998

Or

- **To:** FPAC Safeguarding Trustee, Anna Braithwaite
- Via the website: www.fpac.info/about-1

Please tell us:

- What happened
- When it happened
- Who was involved (if known)
- What outcome you are seeking

3. Stage 1 – Informal Resolution

Where possible, we aim to resolve complaints quickly and informally.

- We will acknowledge your complaint within **3 working days**.
- We aim to resolve the issue within **10 working days**.
- If you are not satisfied, you can request a formal review.

4. Stage 2 – Formal Complaint

If the issue cannot be resolved informally:

- A Trustee will investigate the complaint.
- We will acknowledge your formal complaint within **5 working days**.
- You will receive a written response explaining our findings and any actions taken within **20 working days**.

If delays are unavoidable (e.g., due to staff absence), we will keep you updated.

5. Stage 3 – Trustee Review

If you remain dissatisfied:

- You may request a review by the Board of Trustees.
- The Trustees will consider whether the complaint was handled appropriately.
- You will receive a final written response within **30 working days**.

This is the final stage of our internal procedure.

6. If You Are Still Not Satisfied

If your complaint relates to serious concerns about the charity's governance, misuse of funds, or other regulatory issues, you may contact:

Charity Commission for England and Wales
("Raise a Concern")

Website: [gov.uk/complain-about-charity](https://www.gov.uk/complain-about-charity)

7. Confidentiality and Data Protection

- All complaints are handled confidentially and in line with data protection laws.
- Information is shared only when necessary to investigate the complaint.

8. Learning and Improvement

We record complaints and review them regularly to help us improve our services and governance.