

Magdalen Road Studios: Complaints Policy

Magdalen Road Studios views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- to publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- to make sure everyone at Magdalen Road Studios knows what to do if a complaint is received;
- to make sure all complaints are investigated fairly and in a timely way;
- to make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- to gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Magdalen Road Studios. The MRS code of conduct can be found in appendix 3 of this document.

Where Complaints Come From

Complaints may come from members or associate members of the Studios; individuals or members of other organisations working in partnership with the Studios; members of the public visiting or otherwise dealing with the Studios; or any other person or organisation that has a legitimate interest in the Studios.

Informal complaints may be received verbally or by phone. Formal complaints must be submitted by email or in writing to a member of the Magdalen Road Studios Board of Trustees.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Magdalen Road Studios Board of Trustees.

Review

This policy is reviewed regularly and updated as required.

Adopted on: 10 July 2016

Last reviewed: 24 April 2018

Signed: Andrew Carter (Trustee)

Magdalen Road Studios: Complaints Procedure

Publicised Contact Details for Complaints:

Written complaints may be sent to The Board of Trustees, Magdalen Road Studios at 74-77 Magdalen Road, Oxford, OX4 1RE; or by e-mail to any member of the Board of Trustees or to the Board of Trustees via the Magdalen Road Studios Studio Manager at *info@magdalenroadstudios.com*.

Verbal complaints may be made by phone or in person to any member of the Board of Trustees directly; or in person via the Magdalen Road Studios Studio Manager at 74-77 Magdalen Road, Oxford, OX4 1RE; or at any of the Studios' events or activities.

An overview of the policy can be seen in appendix 2 of this document.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a complaint, by phone or in person, should:

- write down the facts of the complaint;
- take the complainant's name, address and telephone number;
- note down the relationship of the complainant to Magdalen Road Studios (for example: studio member, partner organisation, member of the public);
- tell the complainant that we have a complaints procedure;
- tell the complainant what will happen next and how long it will take;
- where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

For further guidelines about handling verbal complaints, see **Appendix 1**

Resolving Complaints - *Stage One*

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Board of Trustees within 10 working days.

On receiving the complaint, Board of Trustees should ensure it is recorded in the complaints log. If it has not already been resolved, they should delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, this person should be informed and given a fair opportunity to respond. They should be encouraged to bring an independent observer to any meeting to which they are invited as part of the investigation.

Complaints should be acknowledged by the Board of Trustees within 10 working days. The acknowledgement should explain how the complaint is being dealt with and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within 20 working days. If this is not possible because, for whatever reason, an investigation has not been fully completed, a progress report should be sent with an indication as to when a full reply will be made.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint; the conclusions from the investigation; and any action taken as a result of the complaint.

Resolving Complaints - Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Board of Trustees as a whole.

The request for Board level review should be acknowledged within 10 working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Board of Trustees may investigate the facts of the case themselves or delegate a suitably senior person or panel of senior people to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. They should be encouraged to bring an independent observer to any meeting to which they are invited as part of the investigation. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within 20 working days. If this is not possible because, for whatever reason, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint; the conclusions from the investigation; and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

Resolving Complaints - *External Stage*

External assistance may be requested from another suitable local organisation to be agreed between Magdalen Rod Studios and the complainant.

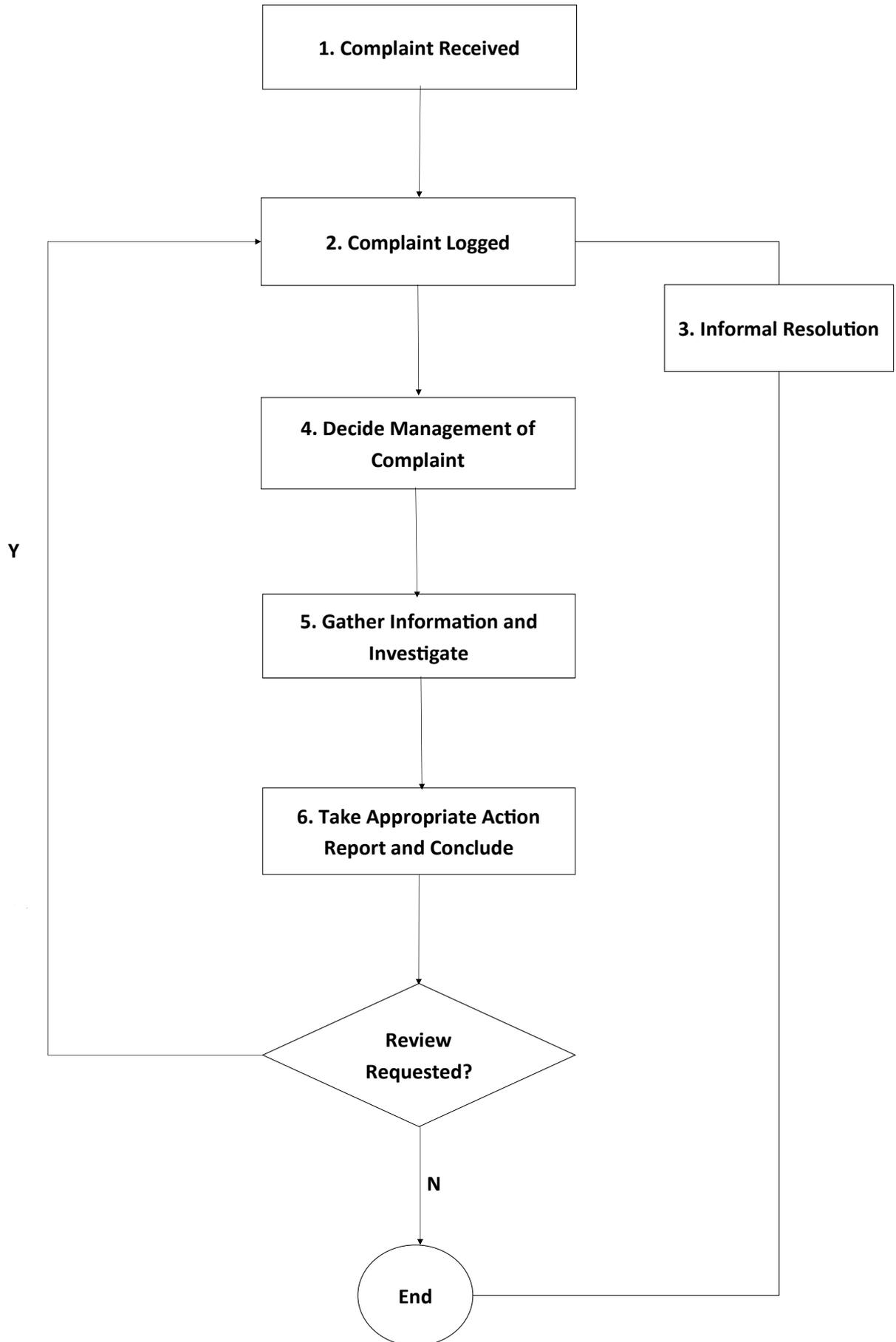
Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a member of the Board of Trustees should not also have that person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

APPENDIX 1: MRS COMPLAINTS PROCESS OVERVIEW



Appendix 2 – Magdalen Road Studios Code of Conduct

Magdalen Road Studios strives to find a balance between the private production of art and shared space. We are a community of diverse people for whom common courtesy and decency is the norm and who habitually do the right thing. In that spirit this code of conduct has been drawn up in order to consolidate Magdalen Road Studios positive and friendly working culture.

Respecting those around you

The Studios do not condone discrimination of any kind. You are welcome to be yourself here and to create what you want; anything that makes you feel unwelcome or unsafe should not be tolerated.

Threatening, bullying, obscene, violent behaviour, or any behaviour that threatens or disrupts the orderly operation of the studios is not tolerated. Activity that is of an illegal nature will be reported to the relevant authorities where appropriate. No studio artist should damage the reputation of the Studios or their fellow artists or bring into disrepute via social media or other means any artist connected to the studios

Respecting the workspace of other artists

You should not:

- enter an artist's studio without permission;
- borrow tools, furniture, equipment, materials or personal items without permission;
- disturb other artist's workspaces by touching or moving any item in an artist's studio;
- photograph or record artists work or artists at work without permission.

Please enter those artist's studios that connect and are part of the access to your own studio with respect - choose a polite route to your own studio. Please note: the Studio Manager may need access to your studio from time to time.

General Health and Safety considerations

- Artists must familiarise themselves with the Magdalen Road Studios Health and Safety Policy.
- Safety and wellbeing is every artist member's responsibility.
- Be aware that noxious fumes may reach other studios. Check who is around you before you use noxious, offensive or hazardous materials.
- Magdalen Road Studios is a non-smoking/vaping space.
- General disorder or untidiness may contribute to health and safety problems and should be avoided. Please dispose of rubbish responsibly.

- Please leave the kitchen area clean after you have used it and ensure that any disorder you have created in public areas is cleaned up immediately.
- Please pay attention to any specific safety guidelines displayed in the studios or instructions from the Studio Manager.
- Wear appropriate clothing when using equipment and materials.
- Studios cannot be used as residential accommodation even on a temporary basis.
- Studios should not be used as places of social gathering for any non-arts related purpose or for classes without the agreement of the Studio Manager.
- Artists are required to complete an annual Risk Assessment to identify any health and safety concerns that might arise from their work

Security

- When you enter or leave the studios please lock the front door behind you at all times.
- Make sure you sign in and out of the studio

Noise encroaching upon shared spaces and corridors

Some level of noise is inevitable in a building shared by people engaged in creative and collaborative activities. Artists discuss, they collaborate and create noise while they make art. A general level of conversation and noise is to be expected and tolerated by the community wherever possible.

However, please be considerate and aware of who is working in the building and if in doubt ask whether excessive noise or activity might disturb those around you and respect their response if negative. In more exceptional instances excessive noise from creative projects may need to be postponed until a time when the studios are occupied by those who are not disturbed by this activity or the studios are unoccupied.

The sound of radios or music players can be heard by other people so please use headphones at all times when listening to music or radio.

Contributing to studio life

As a member of the Magdalen Road Studios you are expected to play a role in the sustainability, viability and successful continuance of the studios and you are encouraged to join regular meetings of studio artists.

From time to time you may be asked to give up valuable creative time to engage in development activities which help raise the profile of the studios to the wider community, enhance creative experience and generate opportunities for all the studio artists. These activities are part of our obligations as a registered charity

As a non-profit, underfunded charity this work is vital for the survival of our organisation.