



Royal Society of **SCULPTORS**

Royal Society of Sculptors complaints procedure

At the Royal Society of Sculptors, we listen and respond to the views of our members, partners, and stakeholders. As with any organisation, things may occasionally go wrong. If they do, we strive to put them right and learn from the experience, and that process is helped by our formal complaints procedure.

If issues cannot be resolved informally, we have a clear and straightforward process in place to ensure a complaint is dealt with in a timely and appropriate fashion and that we improve our service.

We define a complaint as 'an expression of dissatisfaction relating to the Royal Society of Sculptors work that requires a formal response'.

Royal Society of Sculptors Formal Complaints procedure:

1. The Society's formal complaints procedure is intended to ensure that complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction. We will -
 - acknowledge any formal complaint in writing within seven working days of receipt
 - respond to any formal complaint within a defined timeframe
 - deal reasonably and sensitively with the complaint, taking action as appropriate
2. The complainant's responsibility is to:
 - raise a complaint in writing in good time, e.g normally within four weeks of any issue arising
 - allow reasonable time for the Society to deal with the matter
 - recognise that some circumstances could be beyond the Society's control

3. If an informal resolution is not possible you should write to the Society's Director. If the complaint is against the Director, you should write to the Vice President care of Dora House, 108 Old Brompton Road, London SW7 3RA. The letter should be marked "private and confidential" and will be forwarded immediately to the Vice President.

You should outline the details of your complaint and the consequences for you as a result. Your complaint will be acknowledged within seven working days of receipt.

If you are not satisfied with the initial response to your complaint, you can ask for your complaint and the related response to be independently and further investigated by the President and one further Trustee.

The decision of this appeal panel is final.

4. Membership application appeals

The criteria, process and fee for applying to become a member of the Royal Society of Sculptors is explained on our website.

Application fees are non-refundable.

We do not provide feedback on individual applications.