

Project Dust Complaint Policy



Help for non-English Speakers:

If you need help to understand this policy, please contact projectdust@hotmail.com.

Project Dust Complaint Policy

Purpose

Complaints are an important way for the management of an organisation to be accountable to the public, as well as providing valuable prompts to review organisational performance and the conduct of people that work within and for it. Project Dust values participants feedback and is committed to resolving issues in a fair, timely and efficient manner.

Scope

This policy:

- applies to all Project Dust staff, volunteers, and participants.
- applies in all physical and online learning environments.

Complaint Procedure

- Stage 1: Informal - Your concern should be raised at the earliest opportunity. First talk to the class teacher or the Director to clarify facts and resolve through discussion. This can be done in person after class, or via email to projectdust@hotmail.com.
- Stage 2: Complaint - If you are not satisfied with the outcome at Stage 1, you may wish to make a formal complaint. This should be done in writing to the Director projectdust@hotmail.com. Your complaint will be acknowledged within 7 days. The investigation should be carried out and the outcome communicated to you within 20 days, or you will be advised if more time is required. This outcome will be delivered either in person or if this is not achievable, in writing via email.

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Emma Laverty, Director

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