



ARVON
COMPLAINTS PROCEDURE
Updated 05/12/17

1. PURPOSE AND SCOPE

Arvon's aim is to provide space and time for writers to practise the art of creative writing. While Arvon makes every effort to maintain high standards and provide high quality experiences for all writers, you may on occasion want to offer comments or make a complaint. At the end of every Arvon week, we give you the opportunity to provide feedback through our evaluation form but if you feel this is not sufficient, or your complaint regards another area of Arvon's work, you may wish to make a formal complaint. Note that all complaints regarding a course should be made, in writing, within 10 working days of the end of your course.

Our courses bring together established writers as tutors to support those keen to develop their writing in an environment that encourages and provides the space for creativity. We select our tutors and train our staff to create this safe and welcoming space, where everyone feels able to contribute and share their work. We are clear that we expect all participants and tutors to be thoughtful and respectful towards each other.

The vast majority of visiting writers have a positive and enriching experience during their week with us, but we recognise that things don't always go as well as we hope, and we therefore encourage you to give us feedback and suggestions where you believe we can improve, and to let us know where you are dissatisfied.

At the end of each course, we ask participants and tutors to complete evaluation forms. If you have general feedback or suggestions, then do let us know on this form. This enables us to evaluate how good our courses and facilities are, and to make improvements. If you feel your complaint or concern is not dealt with via this evaluation form or is too serious, you should complain using this procedure.

We will try to resolve any complaint you have about Arvon, its employees, or tutors or other students, in fact anything that negatively affects you, as quickly as possible.

2. PRINCIPLES

The procedure is designed to establish the facts quickly and to deal fairly and consistently with the issues. No action will be taken until the matter has been investigated.

2.1 Stage 1

In the first instance, you should raise your complaint informally with the Centre Director(s) during the course. It's best to sort out a complaint immediately there and then. In most cases we'd hope the Centre Director(s) would be best placed to deal with to your complaint effectively and to try to rectify any issues before they become serious. Your Centre Director(s) will have a responsibility to raise your complaint with the Chief Executive if appropriate. They will also be responsible for reporting back to you within twenty four hours.

2.2 Stage 2

However, should the matter remain unresolved, concern one of the Centre Directors, or be of a very serious nature, it should then be raised directly with the Chief Executive of Arvon, in writing.

This should be sent to:

Ruth Borthwick
Chief Executive
Arvon
Free Word Centre
60 Farringdon Road
London EC1R 3GA

Or by email to ruth.borthwick@arvon.org

You should make your serious complaint within 10 working days of attending the course. The Chief Executive will then investigate and confirm any decision or proposed action, in writing, to you within a further 10 working days. Should we not be able to keep to these timeframes, you will be given an explanation as to why not and told when a response can be expected.

2.3 Stage 3

If you are unhappy with the outcome, you should again put your complaint in writing to the Chair of the Board of Trustees, in a final attempt to resolve the situation.

Jeremy Treglown
Chair
Arvon
Free Word Centre
60 Farringdon Road
London EC1R 3GA

The Chair will then investigate the matter further and confirm any decision or proposed action with you in writing within 10 working days. Should the Chair not be able to keep to these timeframes, you will be given an explanation as to why not and told when a response can be expected.

2.4 Consultations

We will keep a written record of all conversations that you have in relation to the complaint.

2.5 No undue delay

Throughout the course of your complaint procedure, Arvon will try, at all times, to act without undue delay.

2.6 Confidentiality

All information relating to any complaint brought by a student or tutor will remain confidential by those dealing directly with the matter.

2.7 Advice and assistance

If it is deemed necessary and everyone agrees, external advice and assistance may be sought during the complaints procedure.