



## **Clifton School of Arts Feedback and Complaint Policy**

1. This policy is intended to ensure that the CSA handles feedback and complaints fairly and efficiently, by responding to issues raised by people in a timely and effective way.
2. People providing feedback or making a complaint will be:
  - a) provided with an accessible way to make complaints via telephone, email or the website
  - b) provided with information on the CSA's response to the complaint or feedback.
3. All feedback and complaints will be recorded in a Feedback Register to be maintained by the CSA. The Register will record the date and nature of the feedback, contact details of the person/s providing the feedback or complaint, and the response taken by the CSA in relation to it.

Approved by the CSA Committee  
9 March 2022