



Complaints Policy

Sparks is committed to maintaining a high quality of service and a strong relationship with all our partners, customers and stakeholders.

Should you have any cause for concern, then we would like to hear about it. We take all complaints seriously and use feedback to improve our services.

We promise to investigate complaints thoroughly and within the quickest possible timeframe. By following the procedures set out within this policy, you will help us to ensure that your complaint is handled as quickly as possible.

How to make a complaint:

- We encourage complainants to try to resolve their complaint informally in the first instance by speaking to team members, or the site manager if necessary. Team members should aim to resolve any complaints directly, or escalate them to a manager where they are unable to help.
- If a team member is unable to help directly, they should refer the complaint to a Manager or provide details for you to contact the Manager or a relevant contact.
- Formal complaints should be sent in writing, either by post to Sparks, 38 Mill Lane, West Hampstead, London, NW6 1NR or by email to admin@sparksarts.co.uk. We will ensure complaints reach the relevant contact best able to respond. Please send any accompanying documents/information etc with the initial complaint.

Sparks Film & Media Arts

Correspondence: 38 Mill Lane, West Hampstead, London, NW6 1NR
020 71019329 | hello@sparksarts.co.uk | www.sparksarts.co.uk

What will happen next?

1. We will acknowledge receipt of your complaint within two weeks of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This may involve sharing details of your complaint with appropriate third parties (e.g. delivery partners or venue contacts). We will only share the necessary information and we won't reveal any confidential information, or personal data, without your consent.
3. Depending on the nature of your complaint, you may be contacted with requests for further information, or requested to attend meetings relating to your complaint.
4. We will write to you to inform of the outcome of our investigation, where will also explain any reasons we have reached those conclusions. This will happen within six weeks of receiving your complaint (subject to the provisions in the Timeliness detail below).
5. If you are not satisfied, then you can appeal the decision by writing to us, within six weeks of receiving the notice of the initial outcome.
6. We will reconsider any decisions made that fall outside of company-wide policies and procedures, or where due processes were not followed. Please be aware that we will not consider appeals where due processes under our standard policies and procedures have been followed. All policies and procedures are available for viewing at www.sparksarts.co.uk or available on request from admin@sparksarts.co.uk.
7. We will write to you to inform of the outcome of your appeal.
8. If you are still not satisfied, you can then contact:
Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
Or
Trading Standards - <https://www.gov.uk/find-local-trading-standards-office>.

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Timeliness

We want to make sure that your complaint is responded to as quickly as possible, but we will also need enough time to make sure we can investigate it properly.

Your complaint will be considered within a reasonable time, usually within two weeks of the receipt of a formal complaint. You will receive an acknowledgement of your complaint at this time and updates if your complaint is likely to take longer to resolve.

The length of time taken to investigate and respond accordingly will depend on the nature of your complaint. Consideration and review should be completed within six weeks of receipt.

Sometimes, there may be circumstances where Sparks will need to extend this timeframe. If this is necessary, Sparks will advise you of this in writing and explain any reasons for this extension.