

# **Complaints Procedure – Limitless Arts**

## **Our Commitment**

- Handle all complaints fairly, promptly, and confidentially.
- Encourage open communication to resolve issues early.

## **How to Make a Complaint**

- Speak directly to the Designated Safeguarding Lead or a senior staff member.
- If the issue cannot be resolved informally, submit a written complaint to management.
- You will receive a written response within 14 days.

## **If You Are Not Satisfied**

- You may escalate the complaint to the relevant external body, such as the local authority or regulatory organisation.