



Most recent update	March 2026	Next review due:	March 2028
Change Log	March 2026 - Change wording in supported complaint - Highlight informal resolution before formal complaint - Clarity on Stage 2 - Clarity on Sharing information		

Complaints Policy and Procedures

Luminate provides a programme that serves the general public, artists, cultural organisations and community groups. We aim to provide a high-quality service and we try to get things right first time. If you feel that we have not provided the kind of service that you expected from us, this document tells you how to make a complaint.

We want to hear comments so we can improve all the services we offer in the future. Anyone, no matter who they are, can raise concerns or comment on our service. You may be supported by another person when making a complaint, including an advocate, family member, or representative.

All comments and complaints will be dealt with confidentially.

The principles we follow when dealing with a complaint:

We will:

1. Use complaints as opportunities for us to improve the quality of the services that we provide
2. Deal with complaints fairly, equitably, courteously, promptly and efficiently
3. Record/log all complaints received and use this data as a means of monitoring and evaluating our services
4. Deal with complaints using the medium that you request – for example large print, audiotape, telephone, email or letter

What to do if you wish to raise an issue:

If you feel comfortable about speaking to the member of staff you have been dealing with, please tell them about the issues you are experiencing whenever possible. They will discuss this with you and take any action required to reach an informal resolution. They will also make a record of your complaint for monitoring and evaluation purposes.

We would hope that any problems or concerns can be dealt with satisfactorily in this way.

If you don't want to speak directly to the member of staff you have been dealing with, then please proceed to the next stage.

What to do if you wish to make a formal complaint:

Stage 1

Please send details of your complaint, using whichever medium you choose as outlined above, to:

Director
Luminate
First Floor
Causewayside House
160 Causewayside
Edinburgh
EH9 1PR
Email info@luminatescotland.org
Tel 0131 668 8066

If your complaint is about the Director, please address your complaint to the Chair of the Board of Trustees.

You should mark your envelope or email subject as **'Private and Confidential'**.

Please tell us if there is anything we need to know about how to contact you – for example, if there is a time at which it is best to telephone you, or if you would like us to reply by a specific medium such as audiotape, in large print or by email.

Your complaint will be acknowledged within 5 working days.

The Director (or Chair of the Board if your complaint is about the Director) will deal with your complaint as quickly as possible and will keep you informed of progress. We will try to respond to your complaint within 20 working days, but if it is going to take longer you will be given the reason for the delay.

You will be notified in writing of any decision on your complaint and of any action which is being taken.

We hope that the situation will be resolved to your satisfaction at this stage and that no further action will be required. However, if you are not happy with the response given by the Director, then please move on to Stage 2.

Stage 2 – Write to the Chair of Trustees

If your complaint has been handled by the Director and you are not satisfied with our reply, you can ask the Chair of the Board of Trustees to review it. Unless the complaint is about the Director, the Chair will only look at complaints that have been considered first by the Director.

If you would like the Chair to review your formal complaint, you should contact us within four weeks of receiving the reply from the Director.

The Stage 2 review will consider whether the complaint was handled fairly and appropriately, rather than re-investigating the matter in full, unless new information is provided. You will receive a written acknowledgement from the Chair within five working days, and they will try to give a final response within 20 working days. If it is going to take longer, we will tell you why and when you are likely to receive it.

The Chair's decision is the final stage of Luminate's complaints process.

Your personal information:

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. Information will only be shared on a need-to-know basis to investigate and respond to the complaint. Your details will be handled in line with our Privacy Policy which can be found here: <https://www.luminatescotland.org/privacy-policy>