

Feedback and Complaints

At Culture Perth and Kinross we aim to deliver high quality services and visitor experiences. If your contact with us does not meet your expectations please tell us. We value feedback from our customers and visitors to help us improve our services.

We would encourage you to talk to staff about your experiences, good or bad, in the first instance however if you wish to make a complaint you can do this in a number of ways.

Culture Perth and Kinross's definition of a complaint is:

"An expression of dissatisfaction about the service or actions of Culture Perth and Kinross made by anyone who engages with the Trust".

You may wish to make a complaint about:

- Delays in responding to enquiries and requests
- Failure to provide a service
- Failure to meet our service standards
- Refusal to give advice or answer questions within an agreed timescale
- Dissatisfaction with policy
- Treatment by, or attitude of, a member of staff or a contractor working on our premises
- Failure to follow published processes

It is always helpful, if you can, to make your complaint in person to a staff member in one of our venues. Often your complaint can be resolved straightaway.

If you do not wish to make your complaint in person for any reason then you can call us on **01738 444949**.

You can also email us at enquiries@culturepk.org.uk

You can write to us at **Culture Perth and Kinross Limited**
2-8 York Place
Perth
PH2 8EP

Please detail the nature of your complaint and the date, time and location the issue arose. Please let us know if you would like someone to contact you to discuss your complaint and how you would like them to do this, by telephone, email or in writing giving the relevant contact details.

Where you have indicated you wish to be contacted we will do this **within 5 working days** of your complaint.

We log and review all complaints to help us make improvements to our services so even if you do not wish to be contacted your feedback will support our development.

We always aim to resolve complaints at the first point of contact or when first raised. If you are unsatisfied with the response from us to your complaint you can request the complaint to be reviewed within the organisation by someone not connected to the service or activity the complaint is about. They will acknowledge your request within **3 working days** and will undertake an investigation of the complaint and first line response. They will then produce a report on this investigation and their findings within **20 working days**.

If you are still dissatisfied or have concerns about the way Culture Perth and Kinross is run you can contact the [Scottish Charity Regulator, OSCR](#)

You can also contact the [Scottish Public Services Ombudsman \(SPSO\)](#)