

# Figurative

## Arts & Culture Finance (trading as Figurative) Complaints Procedure

### Concerns

Anyone may raise a concern about an organisation that has applied to us or has received investment through Arts & Culture Finance. We will always take such concerns very seriously and will ensure that they are thoroughly investigated. If you would like to raise a concern, please email us on [info@artsculturefinance.org](mailto:info@artsculturefinance.org).

### **Responding to your concerns**

We do not make public information about investigative procedures. Doing so would allow individuals and organisations to circumvent our checks and jeopardise our ability to protect public funds. It is therefore unlikely that we will be able to give you any information about the progress or outcome of any investigation we carry out.

### **Rights to confidentiality**

As part of our review of your concerns we may need to contact the organisation which received an investment from us. If we do we will respect your anonymity and will honour any specific requests that you make regarding confidentiality.

### Complaints

If you have a complaint about Arts & Culture Finance or the way you have been treated by us, you can complain to us by following the process set out in the [complaints policy](#), which may be found [here](#).

### **What if the complaint is not resolved?**

If you are not happy with our first response to your complaint, then you can get back in touch with us by email or write to our Operations Manager at the Arts & Culture Finance address. We will acknowledge your complaint within 5 days. Your complaint will be reviewed by the Chief Investment Officer and we will respond to you in writing within 30 days.

If you are still unhappy with their response, you can then write to our Chief Executive, who will review your complaint and respond within 30 days.

If for any reason your complaint is still unresolved, you can then write to the Chair of our Board of Trustees. We will contact you within seven days and let you know how quickly the Chair or another Trustee will be able to consider and respond to your complaint.

When writing to us about a complaint, please set out the facts as clearly as possible in a logical order. Remember to include important details and dates where possible and the names of anyone you dealt with at Arts & Culture Finance. Please explain what you would like us to do to put things right and let us know how we should contact you.

If for any reason, we cannot meet the timescales set out here, we will let you know and give you a new deadline for a response.

Please read our [Privacy Policy](#) for information about how we handle personal data.