



## **Rowan Arts – Complaints and Suggestions Procedure**

Rowan Arts aims to provide high quality services which meet your needs. We believe we achieve this most of the time.

If you are unhappy about any Rowan Arts service, please speak to the relevant staff member wherever possible. Otherwise, please contact Projects Officer Jamie Bamber at [jamie@therowanartsproject.com](mailto:jamie@therowanartsproject.com).

We will give you a response within five working days, but sooner where possible.

If you are not satisfied with the response from Rowan Arts staff, please write to the Chair of the Trustees, Harriet Carter at [h.c.carter@lse.ac.uk](mailto:h.c.carter@lse.ac.uk).

Last reviewed: 3 June 2010