

ESW is committed to being an open, welcoming and professional organisation. We accommodate people of all ages and we want everyone working here, or visiting, to have a positive experience.

ESW does not tolerate inappropriate behaviour towards anyone within the building, including: bullying, use of threatening language or actions, or persistent, unsafe working practices.

Procedures for Making Complaints

If you have a complaint about day to day matters or the organisation, we want to address it as promptly as possible and you should contact the relevant staff member.

If you witness something that concerns you, for example health & safety breaches, we want you to know that any information raised with us will be treated in a confidential and appropriate manner.

If you have a concern that has not been dealt with to your satisfaction, or if you want to make a complaint, here is what to do:

- Contact the Director (laura@edinburghsculpture.org) detailing the complaint. They will investigate and respond to you by email as soon as is possible.
- If you are still unhappy with how your complaint has been dealt with, you can request a meeting with the Director for further discussion.
- In the final instance, if you are unhappy with the way the Director has handled your complaint, you should report the matter to one of the Members' Reps, who can then raise the matter at the next Board Meeting of the Trustees.

Disciplinary Procedure

If a complaint is made and validated, the individual concerned will be asked to modify their behaviour.

Should such behaviour persists beyond the initial incident, the individual will be asked to leave the building immediately and will not be allowed to work at ESW until the Disciplinary Procedure has been completed.

Disciplinary Procedure for the Individual

A report on the incident will be requested from all those concerned, and the individual against whom the complaint has been made will be asked to attend a meeting with the senior managers.

Minutes will be taken of this meeting and a confidential record kept for a period of up to five years. A copy of the minutes will be issued to all those attending the meeting. You can ask the Member's Rep or another person to be present at the meeting, if you think that would be helpful.

Following the meeting, you will be contacted in writing as to what the next steps will be, and/or what actions have been taken. In the event of a serious incident you may not be permitted to return to work at ESW.

If you are unhappy with how the matter has been handled, you can request through the Members' Rep that further investigation be carried out by the Board of Trustees.

All disciplinary matters will be reported at Board meetings under the Health & Safety agenda item and the Board will be advised of actions taken.