

## Complaints Procedure

### 1. Our commitment

Liverpool Biennial of Contemporary Art is committed to ongoing improvement in the work that we do to create a Biennial for Everyone. If you have a complaint or feedback about our organisation, we would like to know about it.

It is our policy to:

- Provide a fair complaints procedure that is clear and easy to use
- Make sure that everyone at Liverpool Biennial knows what to do when a complaint is received
- Ensure that complaints are dealt with in a confidential, timely and fair way

### 2. How complaints are handled

**Current Complaints Coordinator:** Operations Manager

Overall responsibility for the implementation of this policy lies with the Biennial Board of Trustees, however the initial handling of a complaint is managed by the Complaints Coordinator along with the Director. The Complaints Coordinator will ensure that complaints are logged and actioned by the appropriate member of the team.

Minor complaints that are specifically about festival venues and can be dealt with swiftly can be actioned by the Front of House team. These complaints will still be reported to the Complaints Coordinator and recorded.

### 3. If you are not satisfied with the outcome

If you are not satisfied with the outcome from your complaint, do let the Complaints Coordinator know. The complaint will then be escalated to the Director and Board of Trustees.

We reserve the right to discontinue a complaint where it has been investigated and deemed to be vexatious or malicious.

### 4. How to make a complaint

If you would like to make a complaint, you can let us know by either email, telephone, or letter.

Email: [feedback@biennial.com](mailto:feedback@biennial.com)

Telephone\*: 0151 433 9156

# Liverpool Biennial

\*Please note that during the festival, the phone may not be answered. In this instance, please leave a voicemail stating that you would like to make a complaint, and the Complaints Coordinator will get in touch with you as soon as possible.

Postal Address: 55 New Bird Street, Liverpool L1 0BW

Please include as much information in your complaint as possible, including the below:

- A clear description of your complaint or feedback
- The date and location of the incident (if applicable)
- Your contact details so that we can respond

**This policy was last updated in May 2025.**