

Sangre de Cristo Arts Center Complaints Procedure

Complaints Policy:

The Sangre de Cristo Arts & Conference Center is committed to providing quality service to all visitors, customers, and patrons. We aim to ensure that all of our programs, from exhibits to classes, provide positive experiences and opportunities. When something goes wrong, we need you to tell us about it.

We recognize that lessons can be learned from complaints, enabling us to improve the quality and effectiveness of our organization. Our commitment is to listen to concerns and to ensure they are dealt with appropriately.

It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue, and directly to staff members of our organization. Please talk to a staff member within the department pertaining to the issue so they can try to resolve any problems immediately. If further resolution is needed, please follow the steps below.

How do I file a complaint? To submit a complaint, we offer three options.

1. **Verbal Concern** – This type of complaint is intended to make us aware of general complaints and may be lodged by making a phone call to the human resources department of the Sangre de Cristo Arts & Conference Center. Caller must identify themselves, state their concern, and provide a phone number for verification purposes. Caller will receive a return phone call acknowledging receipt of the concern. Verbal concerns will be considered a general complaint and will be used as examples for training purposes to improve service.
2. **Written Concern** – This type of complaint is intended to make us aware of specific complaints and may only be lodged in writing. A letter or email should be sent to Human Resources, 210 N Santa Fe Avenue, Pueblo CO 81003 or by email to hr@sdc-arts.org. Letter or email must include: Full Name, Address, Phone Number, Date of Incident, Complaint to include who, what, where, when, and why. Written concerns will be investigated and used as examples for training purposes to improve service.
3. **Official Complaint** – This type of complaint is intended to make us aware of specific complaints for which you would like resolution or action from us. For example, if you would like us to consider a refund. This type of complaint may only be lodged in writing. A letter or email should be sent to Human Resources, 210 N Santa Fe Avenue, Pueblo CO 81003 or email hr@sdc-arts.org. Letter or email must include: Full Name, Address, Phone Number, Date of Incident, Description of Complaint, Explanation of Unresolved Issue, Description of how you would like your complaint to be resolved. We will send a letter acknowledging receipt of your official complaint within ten days of receiving it. Upon receipt, we will perform an investigation. At the conclusion of our investigation, HR will schedule a meeting to discuss the complaint and resolution with you.

Is there a time limit for submitting a complaint?

Normally, you must make your complaint within one week of the issue arising or finding out that you have a reason to complain. In exceptional circumstances, we may be able to accept a complaint after the time limit.

MISSION STATEMENT

The Sangre de Cristo Arts & Conference Center creates artistic learning experiences for everyone.

The Sangre de Cristo Arts Center is proud to be a fully accredited member of the American Alliance of Museums.

