



Dundee Contemporary Arts

Complaints Policy

We take complaints about any part of our work seriously, and will always do our best to resolve them. If you have a complaint about any element of our work, please send an email with as much information as possible to dca@dca.org.uk. We aim to respond to all complaints within five working days.

Alternatively, you can speak to a member of staff during your visit, or give us a call on 01382 432 444. They will ask you to provide as much detail as you can about your complaint, and will ask to take contact details from you so that we can provide a response. If your complaint is complex they may suggest you get in touch via email, if this is an option for you.

If your complaint relates to DCA's fundraising activity, please send an email to shelley.barclay@dca.org.uk: you can read more about our commitment to responsible fundraising [here](#).

If your complaint relates to DCA recruitment, please send an email to dca.recruitment@dca.org.uk.

We ask that you always speak to our team with respect, and will not respond to any communication that is abusive, threatening or otherwise inappropriate, or that is part of a coordinated campaign.