

Concerns, Feedback & Resolution Framework

1. PURPOSE

We believe that clear communication and respectful relationships are essential to good work.

This framework explains how we handle feedback, concerns, and issues that may arise in our work with clients, freelancers, contractors, and suppliers. Our aim is always to resolve matters early, fairly, and constructively.

We prioritise openness, clarity, and care in all working relationships.

2. SCOPE

This framework applies to:

- Clients.
- Freelancers and contractors.
- Suppliers and service providers.
- Anyone working with or on behalf of Lil Creative Studio.

3. OUR APPROACH

We aim to:

- Address concerns early and informally wherever possible.
- Encourage open and respectful communication.
- Focus on solutions rather than blame.
- Support positive and ongoing working relationships where appropriate.
- Act fairly, consistently, and transparently.

We recognise that most issues can be resolved through conversation and clarification before they become formal concerns.

4. RAISING CONCERNS EARLY

If something is not working as expected, we encourage early communication so it can be addressed quickly.

Concerns can be raised informally with the main point of contact for the project.

We encourage all parties to:

- Be clear about what the issue is.
- Share relevant context or examples.
- Focus on the impact and outcome needed rather than blame.

- Raise concerns as early as possible.

5. FORMAL CONCERNS

If an issue cannot be resolved informally, it should be raised in writing to ensure it can be properly reviewed.

In the first instance, concerns should be raised with the main contact for the project or the Studio Lead (Claire Steele).

If this is not appropriate (for example, if the concern relates to the Studio Lead), it can be raised with an alternative contact within the studio or in writing via email to hello@lilcreativestudio.co.uk

To help us review the matter effectively, please include:

- A clear description of the concern.
- Relevant context, dates, or examples.
- Any supporting information (where available).
- The outcome or resolution being sought.

We will acknowledge receipt of the concern and review it in a fair and timely manner.

We aim to respond as promptly as possible and keep communication clear throughout the process.

6. REVIEW PROCESS

Once a concern is received, we will:

- Review all relevant information.
- Where appropriate, speak with relevant individuals involved.
- Consider the issue from all relevant perspectives.
- Identify a proportionate and practical resolution.

We may request further information or clarification if needed.

7. POSSIBLE OUTCOMES

Depending on the nature of the issue, outcomes may include:

- Clarification or improved communication.
- Adjustment of scope, timelines, or working arrangements.
- Revisions to deliverables or processes.
- Agreement on improved ways of working.
- Mediation or further discussion.

- Where necessary, ending the working relationship in line with contractual agreements.

8. ESCALATION

If a concern cannot be resolved to the satisfaction of all parties, a further review may be carried out by a senior member of the studio who has not previously been involved.

This is intended to ensure fairness and a fresh perspective.

9. COMMITMENT TO RESPECTFUL WORKING

We expect all interactions under this framework to be conducted respectfully and constructively.

We do not tolerate aggressive, discriminatory, or abusive behaviour in any form.

We also encourage feedback that is constructive and specific, including explaining what is not working and why, rather than simply rejecting work or ideas without context.

10. CONFIDENTIALITY

Any concerns raised will be handled sensitively and shared only with those who need to be involved in resolving the issue.

We respect the confidentiality of all parties wherever possible.

11. CONTINUOUS IMPROVEMENT

We view concerns and feedback as an opportunity to improve how we work.

Where appropriate, we may use learnings from issues raised to refine our processes, communication, and working practices.

REVIEW

This framework will be reviewed periodically and may be updated to reflect changes in legislation, best practice, organisational priorities or the way Lil Creative Studio operates.

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