

Complaints Process for Visitors to Craft Nova Scotia

At Craft Nova Scotia, we strive to provide an exceptional experience for all our visitors. If you need to submit a complaint about a negative experience, we want to hear from you! We take your concerns seriously and aim to resolve issues promptly and effectively. Please follow the steps outlined below:

Formal Complaint Submission

Method

Submit your complaint via email, mail or in-person at our main office.

- **Email:** executive.director@craftnovascotia.ca
- **In-Person/ By mail:** Visit Craft Nova Scotia (Cultural Federation Offices), 1113 Marginal Road, Halifax, NS, B3H 4P7

Please provide as much detail as possible, including:

- Your full name and contact information
- Date and time of your visit/experience
- A detailed description
- Any relevant documentation (e.g., photos, receipts)

Acknowledgment of Submission

- **Timeframe:** Within 5 business days of receiving your feedback
- **Action:** Our Executive Director will acknowledge receipt of your Complaint and confirm next steps

Investigation and Resolution

- **Timeframe:** Within 10 business days of acknowledgment.
- **Action:**
 - The complaint will be assigned to the appropriate team for investigation.
 - A full explanation of the complaint process will be shared with you, based on the situation.
 - You may be contacted for an in-person or virtual meeting. Be prepared to share what outcomes you are looking for.
 - Any named individual from the complaint may also be contacted.
 - Once the investigation is complete, we will seek to provide you with findings and resolution steps.

Step 5: Escalation (if necessary)

- **Method:** If you are not satisfied with the resolution provided, you may escalate the complaint to Craft Nova Scotia Executive Committee
 - **Email:** CNSBoard@craftnovascotia.ca
- **Action:** CNS Executive Committee will review the case and provide a final decision within 10 business days.