Louth Playgoers Society Limited



**Policy Title**

Complaints Policy

**Purpose**

To be clear how we deal with complaints.

**Policy Governance**

The following table identifies who is accountable, responsible, informed or consulted with in regard to this policy.

* Responsible – the person(s) responsible for developing the policy
* Accountable – the person who has ultimate accountability and authority for the policy
* Consulted – the person(s) or groups to be consulted prior to final policy implementation or amendment
* Informed – the person(s) or groups to be informed after policy implementation or amendment.

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| **Responsible** | Chairman of the Board |
| **Accountable** | Theatre Manager |
| **Consulted** | Board |
| **Informed** | All employees and Volunteers |

The Company views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

* To provide a fair complaints procedure which is clear and easy to use for anyone
* wishing to make a complaint
* To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
* To make sure everyone at the Company knows what to do if a complaint is received
* To make sure all complaints are investigated fairly and in a timely way
* To make sure that complaints are, wherever possible, resolved and that relationships are repaired
* To gather information which helps us to improve what we do

**Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any

aspect of the Company or theatre.

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**Where Complaints Come From**

Complaints may come from members, employees, volunteers, audiences, suppliers or the general public.

A complaint can be received by email or in writing.

This policy does not cover complaints from staff, who should use the Company’s Discipline and Grievance policies.

**Confidentiality**

All complaint information will be handled sensitively, telling only those who need to

know and following any relevant data protection requirements.

**Responsibility**

Overall responsibility for this policy and its implementation lies with the Company’s Board of directors.

Review

This policy is reviewed regularly and updated as required.

Publicised Contact Details for Complaints:

Written complaints may be sent to:

The Riverhead Theatre

Victoria Road

Louth

Lincolnshire

LN11 0BX

or by e-mail at [admin@louthplaygoers.com](mailto:admin@louthplaygoers.com) to the Theatre Manager.

The Theatre Manager and or Company Secretary will decide on the appropriate direction in which the complaint should be channelled.

**Resolving Complaints**

**Stage One**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

If it has not been resolved, they should refer the complaint to the relevant Team Co-ordinator to investigate it and to take appropriate action.

Within one week, whether or not the complaint has been resolved, the complaint information should be passed to the Theatre Manager who should record the details.

If the complaint relates to a specific person, they should be informed and given a fair

Opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within

a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

Ideally complainants should receive a definitive reply within two weeks. If this is not

possible because, for example, an investigation has not been fully completed, a

progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe

the action taken to investigate the complaint, the conclusions from the investigation,

and any action taken as a result of the complaint.

**Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage

One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Chair of the Board.

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The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Chair of the Board may investigate the facts of the case themselves or delegate to an alternative Board Member. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a

further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept

informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not

possible because, for example, an investigation has not been fully completed, a

progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe

the action taken to investigate the complaint, the conclusions from the investigation,

and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to

seek external assistance with resolution.

**Variation of the Complaints Procedure**

The Board may vary the procedure for good reason. This may be necessary to avoid

a conflict of interest, for example, a complaint about the Chair should not also have

the Chair as the person leading a Stage Two review.

**Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to

take further action.