



# Thespian Arts Theatre C.I.C

*'Inspiring A Generation'*

Est. 2017

## Complaints Procedure

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### ❑ Introduction

Thespian Arts Theatre aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

Our Customer Complaints Procedure has the following goals:

1. To deal with complaints fairly, efficiently and effectively;
2. To ensure that all complaints are handled in a consistent manner throughout;
3. To increase customer satisfaction;
4. To use complaints constructively in the planning and improvement of all services.

If you are unhappy about any Thespian Arts Theatres service, please speak to the relevant staff member, manager or Director. If you are unhappy with an individual in Thespian Arts Theatre sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Director. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

### ❑ Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director/Chief Executive; Owen Allen (If your complaint is about the Director/Chief Executive then please make a complaint addressed to the Chairman of the committee) All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

**If after we have responded you are not satisfied, please write to the CEO/Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.**



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***We request that our Staff, Volunteers, Member and Visitors respect this Policy, a copy of which will be available on demand.***

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*This policy was adopted by Thespian Arts Theatre C.I.C on 07/03/2017.*

*Signed on behalf of the Management Committee by: Owen Allen*

Signature

*The policy has been reviewed by the Management Committee on:*

*Date:*

*03/07/2018 | 17/07/2019*