

## **Joseph Rowntree Theatre Complaints Policy & Procedure**

### **Scope**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Joseph Rowntree Theatre.

We are committed to maintaining high standards across all aspects of our work. If we are not getting it right, we want to know. Whilst we take great care to ensure that we provide all our services efficiently, courteously and to a high standard, we accept that complaints may be made. A complaint is a valid expression of dissatisfaction and we will investigate it and use it as a means to improve our standards of service.

The trustees of the Joseph Rowntree Theatre view 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 a complaint.

### **Our policy is:**

- To provide a fair complaints procedure that 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 Joseph Rowntree Theatre 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 that helps us to improve what we do.

### **Principles**

In making a complaint we believe most people want:

- to be listened to;
- to have the problem accepted as important;
- to be offered a solution or explanation;
- to have their distress acknowledged;
- to be assured the same thing will not happen again.

It is therefore essential that people raising a complaint are involved in discussing their concerns and in finding solutions.

If you have a complaint about us, we want to hear about it and we will do our best to put it right. We aim to deal with complaints fairly, efficiently and effectively, and ensure that all complaints are handled in a consistent manner.

### **How to Complain:**

Our aim is to deal with any complaint as soon as possible. Many complaints can be resolved informally. In the first instance contact us and, if you feel able, ask to speak to the relevant trustee or person, who will try to resolve the matter.

If you are not satisfied, or do not wish an informal solution, you may pursue a formal complaint.

If you have a safeguarding concern, please contact our designated safeguarding officer Juliette Risingham ([juliette.risingham@jrtheatre.co.uk](mailto:juliette.risingham@jrtheatre.co.uk)).

## **Formal Complaint**

### **Stage One**

You may send your complaint to us in either of the following forms:

Email: [secretary@jrtheatre.co.uk](mailto:secretary@jrtheatre.co.uk)

Write to:

Company Secretary  
Joseph Rowntree Theatre  
Haxby Road  
York  
YO31 8TA

When you make a complaint, it is helpful if you could include the following information:

- Describe clearly what happened – please include the date, time and location of the incident.
- Tell us why you are making a complaint, what you think went wrong, and how you think we should put it right.
- Please provide your full name, email address and contact phone number.

How we respond to your complaint:

- You will receive acknowledgement of your complaint within 5 working days.
- You may be contacted to obtain any additional information that we may require to help us resolve the complaint.
- You will receive a response to your complaint within 30 working days of its receipt.
- We may need more time for complex issues. In these cases the 30 days may be extended.

At the end of the investigation a summary report of the findings of the investigation into the complaint will be written.

The outcome of the complaint will be provided to the complainant.

We are unable to accept complaints through message boards or social media.

If a criminal offence is alleged, then the police will be informed.

### **Stage Two – Chair of Trustees**

If for any reason we have not resolved the complaint to your satisfaction, please bring the matter to the attention of our Chair of Trustees by writing to them at the same address.

Please explain clearly why you feel that your complaint has not been properly resolved and the outcome and actions you would hope for.

The same response times will apply as at Stage One.

Formal Stage Two complaints will be investigated by two trustees.

The outcome of Stage Two is the end of the process.

### **Variation of the Complaints Procedure**

The Trustees may vary the procedure for good reason.

We might decide a complaint goes straight to a stage two complaint (for example if multiple complaints are received for the same issue).

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.

### **Can you take your complaint elsewhere?**

We encourage you to contact us directly to resolve your complaint in the first instance, but you can contact the Charity Commission and make a complaint at any point. Details of how to make a complaint with the Charity Commission can be found here:

[gov.uk/government/publications/complaints-about-charities](http://gov.uk/government/publications/complaints-about-charities).

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the Board of Trustees.