

Louth Playgoers Society Limited



Summary

Policy Title

Complaints Policy

Purpose

To provide a clear procedure for dealing with complaints

Scope

This policy applies to all our employees and volunteers regardless of employment agreement or position.

Policy Governance

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

- Responsible – the person(s) responsible for developing this 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 | Chairperson of the Board |
| Accountable | Theatre Manager |
| Consulted | Board of Directors |
| Informed | All Employees and Volunteers |

Overview

The Louth Playgoers Society Ltd. (hereafter referred to as the Society) 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 all employees – whether paid or volunteer – know 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;
- and
- 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 Society or theatre.

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.

The policy does not cover complaints from employees and volunteer staff. Please refer to the Society's Discipline and Grievance Policy.

Confidentiality

All complaint information will be handled with sensitivity. Only those who are required to be informed will be notified of the complaint. All current data protection regulations must be followed.

Responsibility

Overall, responsibility for this policy and its implementation lies with the Society's Board of Directors.

Review

This policy is reviewed yearly 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 via email to admin@louthplaygoers.co.uk marked for the attention of the Theatre Manager

The Theatre Manager and/or the Company Secretary will decide 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 creating the issue which generates the complaint. 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 compliant 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 or not the complaint is justified, 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 in 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.

The request for Board level review should be acknowledged within a week of receiving it. The acknowledgment 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 in Stage One.

If the complaint relates to a specific person, they are to be informed and given an opportunity to respond.

The person who dealt with the original complaint in 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 or not the complaint is upheld, 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 of the Board should not have the Chair lead 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.