



## **Complaints Policy and Procedure for Tavistock Repertory Guarantors Ltd, trading as the Tower Theatre Company (the “Company”)**

### ***Our policy is to***

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- Ensure everyone at the Company knows what to do if a complaint is received
- Ensure all complaints are investigated fairly and in a timely way
- Ensure that complaints are, wherever possible, resolved and that relationships are repaired
- 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.
- 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.

### ***Where Complaints Come From***

- Complaints may come from members, audiences, suppliers or the general public.
- A complaint can be received verbally, by phone, 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 annually by the Tower Management Committee and updated as required.

Written:	Pre-2020
Reviewed:	April 2020
Next Review:	April 2021

## **Complaints Procedure**

### ***Publicised Contact Details for Complaints:***

Written complaints should be sent to:  
Tower Theatre Company Office  
Attn: Chair of the Management Committee  
16 Northwold Road  
Stoke Newington  
London  
N16 7HR  
United Kingdom

(In person to our Office between 10.00am-6.00pm)

E-mail [towertheatre.london@gmail.com](mailto:towertheatre.london@gmail.com)

Telephone to 020 7353 5700

In person to any Company Board member at any of our events or activities. (It will then, depending on the nature of the complaint) be passed on to the Chair of the Management Committee.

### ***Receiving Complaints***

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to the Company (for example client, member)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

### ***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 Company Officer to investigate it and to take appropriate action. If it is not clear who the appropriate Officer is, then the complaint should be referred to the Chair of the Management Committee.

Within one week, whether or not the complaint has been resolved, the complaint information should be passed to the Chair of the Management Committee, 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. A copy of this complaints procedure should be attached.

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.

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 a suitably senior person to do so. 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 (by the Board and/or the Management Committee) to identify any trends which may indicate a need to take further action.