

## Complaints Policy

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## 1. Complaints Policy

The New Vic Theatre 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 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 ensure people know how to contact us to make a complaint.
- To make sure everyone at the New Vic 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.

## 2. Definition of a complaint

A complaint is any expression of dissatisfaction about any aspect of the New Vic Theatre or our work.

## 3. Where complaints come from

Complaints may come from any person or organisation who has a legitimate interest in New Vic Theatre, including: customers, participants, stakeholders and the general public.

A complaint can be received verbally, by phone, by email or in writing.

*Note that this policy is not intended for use by employees of the New Vic Theatre and internal policies and procedures for staff complaints should be followed.*

## 4. Confidentiality

All complaint information will be handled sensitively in accord with The Data Protection Act 2018.

Only those directly involved in the case who need to access the information in order to deal with the complaint will be able to obtain relevant confidential information.

## 5. Responsibility

Overall responsibility for this policy and its implementation lies with the Managing Director, or, if necessary, the Board of Trustees.

## 6. Review

This policy is reviewed annually and is updated as required.

## 7. How to complain

Our aim is to deal with any complaint as soon as possible. Many complaints can be resolved informally.

Where appropriate, we advise users to express their concerns or complaints to the relevant member of staff with whom they are engaged, or the Duty Manager responsible for the smooth running of performances and events. Raising issues at the time provides us with the opportunity to resolve the matter and avoid further concern or disappointment.

If you're not satisfied or are not seeking an informal solution, you may pursue a formal complaint. Please put your complaint in writing and send it to the Theatre Manager:

New Vic Theatre

Etruria Road

Newcastle-under-Lyme

Staffordshire

ST5 0JG

Email: [comments@newvictheatre.org.uk](mailto:comments@newvictheatre.org.uk)

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

- Describe clearly what happened – please include the date, time and location of the incident.
- If known, the names of any staff you involved or with whom you spoke with at the time.
- Tell us why you are making a complaint.
- Tell us what you would like us to do.
- Please provide your full name, email address and contact phone number.
- Booking reference or name under which tickets were booked (if applicable).
- Tell us how you would prefer us to contact you.
- If appropriate, please send us any documents that support your complaint.

## 8. What happens next?

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# NEW VIC

You will receive acknowledgement of your complaint within 5 working days, and 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 28 working days of its receipt. Any extension of this time limit requires your consent.

We cannot guarantee that complaints made via our social media channels will be seen and responded to within the timescales set out in this policy. We will aim to acknowledge complaints made via these channels but will then refer the complainant to an alternative method of communication so that the complaints policy can be followed.

If a criminal offence is alleged, then we will take action including informing the police if appropriate.

## **9. 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:  
[www.gov.uk/government/publications/complaints-about-charities](http://www.gov.uk/government/publications/complaints-about-charities).