

NEW
THEATRE
ROYAL
PORTSMOUTH

Complaints Policy

Contents

1.	Complaints Policy	3
2.	Definition of a complaint	3
3.	Where complaints come from	3
4.	Confidentiality	3
5.	Responsibility	3
6.	Review	4
7.	How to complain	4
8.	What happens next?	4

1. Complaints Policy

New Theatre Royal 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 publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at New Theatre Royal 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 - whether justified or not - about any aspect of New Theatre Royal.

3. 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.

4. Responsibility

Overall responsibility for this policy and its implementation lies with the Chief Executive.

5. How to complain

Our aim is to deal with any complaint as soon and efficiently as possible.

Please put your complaint in writing to

New Theatre Royal
20-24 Guildhall Walk
Portsmouth
PO1 2DD

Or email info@newtheatreroyal.com

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.
- Please provide your full name, email address and contact phone number and booking reference.

6. What happens next?

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.

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 ask you to inform the police.