

COMPLAINTS POLICY AND PROCEDURE

Attic Theatre Company (Attic) is committed to providing a quality service for its staff (employees, freelancers, workers), volunteers, partners and service users and working in an open and accountable way that builds the trust and respect of all our users. One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff (employees, freelancers, workers), volunteers, partners and service users, and in particular by responding positively to complaints, and by putting mistakes right.

Definition: Attic defines a complaint as 'any expression of dissatisfaction that relates to Attic and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

NOTE: Complaints are to be raised in writing, however verbal complaints will be accepted and dealt with as per the same procedures.

Where a complaint is related to the processing of personal data, the procedures within Attic's Data Processing and Privacy policies apply and the complainant should refer to these.

An employee of the Attic Theatre Company who has a concern or complaint about any aspect of their employment or management may, alternatively, instigate a grievance under the Grievance Procedure.

Attic's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;

- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Attic's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with Attic's General Manager or Artistic Director;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Attic a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond Attic's control.

Responsibility for Action: All Attic Staff.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Attic maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Attic's Board of Trustees will receive an anonymised report of complaints made and their resolution.

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the General Manager, so that they have a chance to put things right. If your complaint concerns the General Manager, you should write to the Artistic Director. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response, an explanation and details of any action to be taken or compensation to be awarded within 15 working days.

Our contact details can be found on Attic's website.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to Attic's Board of Trustees and ask for your complaint and the response to be reviewed. You can expect the Board to acknowledge your request within 4 working days of receipt and a response, an explanation and details of any action to be taken or compensation to be awarded within 15 working days.

Attic's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed

investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from Attic's Board, then you have no further right of appeal with Attic. However, you can approach any of the following agencies for advice:

- A solicitor
- Citizens Advice Bureau
- The Charity Commission

This procedure is owned by Attic Theatre Company

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