



Joseph Rowntree Theatre Concern and Complaints Policy & Procedure

Scope

A concern is defined as an expression of worry or doubt over an issue considered to be important for which you would like some reassurance.

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Joseph Rowntree Theatre.

This policy applies to our Joseph Rowntree Theatre volunteers & Performers, organisations, or individuals hiring the theatre as well as the general public.

We are committed to maintaining high standards across all aspects of our work. If we are not getting it right, we want to know. Whilst we take great care to ensure that we provide all our services efficiently, courteously and to a high standard, we accept that concerns or complaints may be made. A concern or complaint is a valid expression of dissatisfaction and we will seek to understand the issue and how we can improve.

The trustees of the Joseph Rowntree Theatre view both concerns and 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 raised an issue that is important to them.

This policy is not intended to be used for complaints about the artistic nature of any productions at the Joseph Rowntree Theatre.

Our policy is:

- To provide a fair concern and complaints procedure that is clear and easy to use for anyone wishing to raise a concern or make a complaint.
- To publicise the existence of our concern and complaints procedure so that people know how to raise a concern or to make a complaint.
- To make sure everyone at the Joseph Rowntree Theatre knows what to do if a concern is raised or a complaint is received.
- To make sure any concerns raised are addressed and responded to promptly, and issues are addressed.
- 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.

If your concern is related to the safeguarding of children or adults at risk, please contact our Designated Safeguarding Officer, Juliette Risingham (juliette.risingham@jrtheatre.co.uk).

Principles

In raising a concern or making a complaint, we believe most people want:

- to be listened to;
- to have the problem accepted as important;
- to be offered a solution or explanation;
- to have their distress acknowledged;
- to be assured the same thing will not happen again.

It is therefore essential that people raising a concern or a complaint are given the opportunity to be heard and involved in finding solutions.

Our Procedure

If you have a concern or complaint about us, we want to hear about it, and we will do our best to put it right. We aim to deal with complaints fairly, efficiently and effectively, and ensure that all concerns and complaints are handled in a consistent manner.

Informal Concern

When something isn't quite right, or you are unhappy with something, and you want to ask questions about it or raise an informal concern, please speak to or contact the most appropriate person.

The following explains who is best to contact to raise your concern.

- Volunteers - ideally, the trustee responsible for the area of the theatre where you volunteer, but you can contact any trustee.
- Performers and volunteers as part of the Joseph Rowntree Theatre Company - any member of the Joseph Rowntree Theatre Company committee.
- Organisations or individuals hiring the theatre - please contact our Executive Support Officer, Juliette Risingham, by email juliette.risingham@jrtheatre.co.uk or by phone 01904501935 and select option 3.
- A member of the public - please contact our Executive Support Officer Juliette Risingham by email juliette.risingham@jrtheatre.co.uk or by phone 01904501935 and select option 3.

We aim to deal with any concerns raised as quickly as possible. Ideally, a concern will be addressed verbally through a discussion to understand the points and to explain the situation. Naturally, it may be appropriate that a concern is also dealt with by email.

If you are not satisfied with the outcome of your concern, you may pursue a formal complaint. You may also raise a formal complaint without first raising it informally as a concern

Formal Complaint

You may send your complaint to us in either of the following forms:

Email: secretary@jrtheatre.co.uk

Write to:

Company Secretary
Joseph Rowntree Theatre
Haxby Road
York
YO31 8TA

When you make a complaint, please include the following information:

- Describe clearly what happened – include the date, time and location of the incident.
- Tell us why you are making a complaint, what went wrong.
- Tell us the outcome you are seeking as a result of your complaint.
- Provide your full name, email address and contact phone number.

How we respond to your complaint:

- You will receive an acknowledgement of your complaint within 5 working days.
- A trustee will be appointed to investigate your complaint.
- You may be contacted to obtain any additional information that we may require to help us resolve the complaint.
- We may need to meet with you to fully understand your complaint. At any meetings, the investigating trustee will be supported by another person.
- You will receive a response to your complaint within 30 working days of its receipt.
- We may need more time for complex issues. In these cases, the 30 days may be extended; if this happens, we will keep you informed.
- If the complaint is against another person (ie not directly to the charity) the report will also be shared with the respondent.

At the end of the investigation, a summary report of the findings of the investigation into the complaint will be written.

The outcome of the complaint will be provided to the complainant.

We are unable to accept formal or informal complaints through message boards or social media.

If a criminal offence is alleged, then the police will be informed.

Appeal

If we have not resolved the complaint to your satisfaction, you can submit an appeal.

Your appeal against the outcome of your complaint should be submitted to our secretary at the details above. Note: only the initial complainant can submit an appeal against the outcome of the complaint.

Please explain clearly why you feel that your complaint has not been properly resolved and the outcome and actions you would hope for.

The outcome of the appeal is the end of the process.

Variation of the Complaints Procedure

The Trustees may vary the procedure for good reason.

Charity Commissions

The Charity Commission does not take general complaints; however, you can raise concerns with the Charity Commission if your concern is of a serious nature. The Charity Commission details serious complaints as:

- a charity not following the law, which significantly damages its reputation and public trust in charities generally
- serious harm to the people the charity helps or other people who come into contact with the charity through its work
- charities being used for significant private advantage
- a charity set up for illegal or improper purposes, for example, to avoid paying tax
- a charity losing significant amounts of money
- a charity losing significant assets, for example, land or buildings
- criminal, illegal or terrorist activity

The Charity Commission does not act as a complaints service for complaints.

<https://www.gov.uk/government/publications/complaints-about-charities/complaints-about-charities>

Fundraising Complaints

Fundraising complaints can be submitted to the fundraising regulator. Please see our separate [fundraising policy](#) for details

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees.