

## **Bear Pit Theatre Complaints Policy**

### 1. Policy Statement

The Bear Pit Theatre is committed to providing high-quality services and experiences to our audiences, participants, and community. We value feedback and believe that complaints provide an opportunity for us to identify areas for improvement. This policy outlines our approach to handling complaints in a fair, transparent, and timely manner.

### 2. Scope

This policy applies to all complaints received by the Bear Pit Theatre, whether from audience members, participants in our activities, partners, or the general public.

### 3. Definition of a Complaint

We define a complaint as any expression of dissatisfaction about our services, facilities, or staff that requires a response or resolution.

### 4. How to Make a Complaint

Complaints can be made in person, by telephone, email, or letter. Our contact details are:

[info@thebearpit.org.uk](mailto:info@thebearpit.org.uk)

### 5. Information to Include

When making a complaint, please provide as much information as possible, including:

- Your name and contact details
- The nature of your complaint
- The date and time of the incident (if applicable)
- The names of any staff members involved (if applicable)
- What action you would like us to take to resolve the issue

### 6. Our Complaints Procedure

a. Acknowledgement: We will acknowledge receipt of your complaint within 10 working days.

b. Investigation: We will investigate your complaint thoroughly and fairly, gathering evidence and speaking with relevant staff members as necessary.

c. Response: We will provide a full response to your complaint within 30 working days of receipt. If we cannot respond within this timeframe, we will let you know and provide an indication of when you can expect a response.

d. Resolution: We will work with you to resolve the issue to your satisfaction, wherever possible. This may involve an apology, explanation, corrective action, or compensation, as appropriate.

e. Appeal: If you are not satisfied with our response, you can appeal to the Chair of Trustees, who will review the complaint and provide a final response within 40 working days.

### 7. Confidentiality

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

### 8. Learning from Complaints

We will use feedback from complaints to identify areas for improvement in our services, facilities, or processes. We will regularly review complaints data to identify trends and take proactive steps to prevent recurrence of issues.

#### 9. Monitoring and Review

The effectiveness of this policy will be monitored by the Board of Trustees and reviewed annually or sooner if required due to changes in legislation or circumstances.

This policy was last reviewed on  
22 May 2024

Signed:

Chair of Trustees