



Complaints Policy

Making a complaint is speaking up about something you don't like or aren't happy about. Complaints help us to learn from our mistakes and do our job better



If you have a complaint

Contact Sue or Bill and tell them what your complaint is.

You can email DIY:
diytheatre@gmail.com
or Phone DIY: 07814 902123

We will take your complaint seriously

We will make sure we understand what the problem is.

We will deal with your complaint as quickly as we can





Investigate

We will investigate the complaint. We will tell you what we are going to do about your complaint within 4 weeks.

Meeting

Usually there will be a meeting with you, a member of staff and members of the Board



We will record the meeting

The discussion and plans for action will be recorded and you will get a copy.

You Can Appeal

If you're not happy with the decision you can appeal to DIY's Board.



Equal Opportunities and Confidentiality

We will always keep the details private. If you made a report in good faith, nothing bad will happen.