



Complaints Policy and Procedure

DIY Theatre Company Complaints Policy and Procedure

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DIY Theatre Company Complaints Policy and Procedure

1. Introduction

DIY is committed to providing a high level service to our members and participants. Feedback is essential to this and we welcome all comments, compliments and complaints. These help us to review, plan and develop future work and improve the quality of our work and our organisation.

We accept the efficient handling of complaints, with timely reporting and feedback is a central part to improving the quality of our work and our organisation. If a satisfactory service is not received from us, we need to be informed so that we can improve the quality of what we do.

In order for this policy to support improvements to our work and our organisation it will be well communicated to all freelance staff, volunteers and company members to ensure that everyone is clear on the agreed process of handling comments and complaints.

Clear communication includes an accessible version of this policy, designed by members using symbols and Easy English.

2. How to make a complaint

If you have a complaint, please contact
DIY's Artistic Director or DIY's Access Coordinator.

You can write to them at:

DIY Theatre Company,
The Angel Centre,
1, St Phillips Place,
Salford,
Greater Manchester M3 6FA

or email: diytheatre@gmail.com.

You can talk with them or express your complaint in whichever way is most comfortable for you (eg using symbols, video, recording it on your phone or iPad). At all stages DIY will strive to ensure that you can use whichever form of communication is most comfortable for you (eg using symbols, video, recording it on your phone or iPad).

3. Next Steps:

Stage 1: Listening to your complaint

We will either meet you in person, send you an email or contact you by telephone acknowledging your complaint and asking you to confirm or explain the details set out. We will let you know the name of the person dealing with your complaint. You will usually be contacted by DIY Theatre Company within 7 working days of receiving your complaint. Please note that if your complaint is submitted during a company holiday, it will take longer to process.

Stage 2: Investigating and deciding what to do

After we have heard your complaint we will start to investigate and decide what to do. This will normally involve the following steps:

- a. If necessary, there will be a meeting between the person complaining [the complainant], an appointed staff member and members of the Board within 14 days of referring to stage 2. (This will not involve employees or members involved in the complaint.)
- b. The discussion and plans for action will be recorded and a copy given to the complainant. This will include Easy English and Photosymbols.
- c. If the complainant is still unhappy, they can appeal to the Board within 14 days of receiving the decision. The matter will be referred to the next board meeting. If the meeting is not due within 20 days, a special meeting will be held within that time. The complainant has

the right to attend the meeting to give their point of view but not to be present when the decision is reached.

- d. The complainant will be informed of the decision after the meeting in writing or verbally. Every effort will be made to ensure all communication is accessible throughout.

If we have to change any of the time scales above, we will let you know and explain why.

We will make every effort to resolve all complaints.

To contact DIY's Board You can write to:

The Board at DIY Theatre Company,
The Angel Centre,
1, St Philips Place,
Salford,
Greater Manchester M3 6FA.

Or you can email : diytheatre@gmail.com
or you can phone on 07814 902123.

You can use whichever form of communication is most comfortable for you (eg symbols, video, recording it on your phone or iPad).

4. Your Privacy

We will always respect your privacy and any comments you make about our organisation and our work will be dealt with in confidence and in accordance with DIY's Data Protection Policy.

Updated and approved by The Board on 20th September 2022



www.diytheatre.org.uk

 DIY Theatre Company

 @diytheatre

 diytheatreco

email diytheatre@gmail.com

phone 0161 212 4984

Postal address:

DIY Theatre Company
DIY Theatre Co.,
The Angel Centre,
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DIY is a Community Interest Company
Reg. N° 07128047

Registered address, as above.

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