

DIY Theatre Company.

Complaints Policy and Procedure.

DIY is committed to providing a high level service to our service users. Feedback is essential to this and we welcome all comments, compliments and complaints. These help us to review, plan and develop future services and improve our standards.

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

In order for this policy to achieve the desired outcome of supporting improvements to service it will be well communicated to all company members to ensure that everyone is clear on the agreed process of handling comments and complaints.

If you have a complaint, please contact Sue Caudle: Artistic Director. You can write to her at: DIY Theatre Company. The Angel Centre. 1, St Phillips Place. Salford. Lancs. M3 6FA or email: diytheatre@gmail.com

Next steps:

1. We will 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 can expect contact from our organisation within 7 working days of receiving your complaint. Please note that DIY Theatre Company does not operate during school holidays and if your complaint is submitted at that time it will take longer to process.
2. We will acknowledge your reply to our acknowledgment email/telephone call and confirm what will happen next. You can expect to receive our acknowledgement email/phone call within 7 days of your reply.
3. We will then start to investigate the complaint. This will normally involve the following steps:
 - If necessary, there will be a meeting between the person complaining (the complainant), an appointed employee and members of the board of management within 14 days of referring to stage 2. (This will not involve employees or members involved in the complaint).
 - The discussion and plans for action will be recorded and a copy given to the complainant.
 - If the complainant is dissatisfied with the decision, they may appeal within 14 days of receiving the decision.
 - If the complainant is still unhappy they can appeal against the decision. The matter will be referred to the next board meeting. If a 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.

- The complainant will be informed of the decision after the meeting in writing. Decision of the board is final.

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

We can usually resolve all complaints. However, if you have been through all the stages of the complaints procedure and you are still unhappy with our response, you can take appropriate matters to the board of directors. You can write to them at DIY Theatre Company. The Angel Centre. 1, St Philips Place. Salford. Greater Manchester. M3 6FA.

We will always respect your privacy and any comments you make about our services will be dealt with in confidence and in accordance with the Data Protection Act of 1998.

November 2015