

## **CARVER THEATRE COMPLAINTS POLICY**

As a theatre we seek to promote a friendly supportive group of members who work together to produce plays for the benefit of our audiences.

We recognise that, from time to time, a member of our audiences ('patron') may wish to raise a complaint. The purpose of this policy is to provide a process by which such a complaint will be dealt with.

Front of House staff should do everything in their power to resolve any complaint before the patron leaves the theatre.

If the complaint cannot be resolved by Front of House and the patron wishes to make a formal complaint then such complaint should be in writing and addressed to The Chair, The Carver Theatre, 1 Chadwick Street, Marple, SK6 7AX or sent by email to: [chair@carvertheatre.co.uk](mailto:chair@carvertheatre.co.uk)

On receipt of a complaint the Chair will send an initial acknowledgement to the patron before investigating the complaint and liaising with all parties in an effort to resolve the issue. The Chair aims to resolve all complaints within 28 days of the acknowledgement being sent.

If the patron feels the complaint has not been dealt with satisfactorily, then the patron has a right of appeal which should then be sent in writing to The General Secretary, The Carver Theatre, 1 Chadwick Street, Marple SK6 7AX or sent by email to: [secretary@carvertheatre.co.uk](mailto:secretary@carvertheatre.co.uk) within 10 days of receipt of the Chair's decision.

The matter will then be brought before the Executive Committee at its next regular meeting (the date of which to be advised to the patron on acknowledgement of such right of appeal). The decision of the Executive Committee will be sent in writing by the General Secretary to the patron within 14 days of the meeting. This decision will be final.