



Complaints Policy

Curve or Curve Theatre, Leicester are the trading names of Leicester Theatre Trust Limited (LTT) a registered charity, no: 230708

Policy Owner	Executive Director, Audiences and Commercial Operations	
Audience/ who does policy apply to	<p>Anyone we engage with. This includes audiences, participants, donors, funders, contractors and suppliers.</p> <p>If a member of Staff or Worker wishes to make a complaint, they should instead follow their contracted procedure. (Staff or Workers to include employees, casual workers, actors, musicians, creatives, freelancers, consultants, agency workers and volunteers)</p>	
Legislation and reference documents	<u>Internal</u> <ul style="list-style-type: none"> • Equality, Diversity & Inclusion Policy • Dignity at Work (Bullying & Harassment) Policy • Speak Up Policy 	<u>External</u> <ul style="list-style-type: none"> • Charity Commission • Equality Act 2010 • General Data Protection Regulation 2016 (GDPR) • Data Protection Act 2018
Approved by and date	Executive Team	
Review period	Every 2 Years	
Date reviewed	October 2024	
Next Review Date	October 2026	

Introduction

This complaints policy explains how to make a complaint and the procedure that will be followed by Curve Theatre (“Curve”, “we” or “us”), Rutland Street, Leicester, LE1 1SB.

Whilst we take great care to ensure that we provide all our services efficiently, courteously and to a high standard, we accept that complaints may be made. Curve views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made a complaint.

Policy

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Curve knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a complaint

A complaint is a valid expression of dissatisfaction and however it is made (by email, letter, social media, telephone or in person) we will investigate it and use it to improve our standards of service.

Who can complain?

Anyone we engage with. This includes audiences, participants, donors, funders and contractors. If a member of Staff or Worker wishes to make a complaint, they should instead follow their contracted procedure.

Confidentiality

All complaint information will be handled sensitively in line with the Data Protection Act 2018. Only those directly involved who need access to investigate will be able to obtain relevant confidential information.

How to complain

Our aim is deal with any complaint as soon as possible. Many complaints can be resolved informally. In the first instance please contact us and if you feel able, speak to the member of staff (or team) with whom you have had contact or ask to speak to the relevant manager, who will try to resolve the matter.

Please note: If a complaint is received via social media, we will refer the complainant to an alternative method of communication outside of the public forum so that the complaints policy can be followed.

Formal complaint

If you are not satisfied with the response you receive, or do not wish an informal solution, you may pursue a formal complaint. Please put formal complaints in writing. Complaints should be marked for the attention of the Director of Audiences. You can send the

complaint to us via email: contactus@curvetheatre.co.uk. Alternatively, please send a letter to:

CURVE THEATRE
RUTLAND STREET
LEICESTER
LE1 1SB

When you make a complaint, it is helpful if you could include the following information:

- Describe clearly what happened – please include the date, time and location of any incident
- Tell us why you are making a complaint
- If appropriate, include any staff names, your booking reference number and send any relevant documents
- Tell us what you would like us to do to resolve the complaint
- Please provide your full name, email address and contact phone number
- Tell us how you would prefer us to contact you

What Happens Next?

All written complaints will be dealt with by our Executive Director, Audiences and Commercial Operations, or the person they feel can best respond to your concerns.

You will receive acknowledgement of your complaint within one week, and you may be contacted to obtain any additional information that we may require to help us resolve the complaint. You will receive a response to your complaint within four weeks of its receipt. Any extension of this time limit requires your consent.

If as a result of your complaint, disciplinary proceedings are taken against a member of Staff or a Worker, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the outcome of your complaint outside of any disciplinary procedure.

If a criminal offence is alleged, then the police will be informed.

If you are dissatisfied with the response you can state this in writing to our Chief Executive via email: contactus@curvetheatre.co.uk. Alternatively, please send a letter to:

CURVE THEATRE
RUTLAND STREET
LEICESTER
LE1 1SB

The Chief Executive will review the response and decide if further action is required, then will send a final response within four weeks of its receipt.

Can you take your complaint elsewhere?

We encourage you to contact us directly to resolve your complaint in the first instance, but you can contact the Charity Commission and make a complaint at any point.

Details of how to make a complaint with the Charity Commission can be found here:

<https://www.gov.uk/complain-about-charity>

Do you need any specific requirements to enable you to make a complaint?

Please let us know if you would like to view this policy in an alternative format.

Monitoring complaints

Complaints are monitored and reviewed by the Chief Executive and reported to our Board of Trustees on a regular basis.