

Calderdale Theatre School

Complaints Procedure and Policy

Introduction

Calderdale Theatre School (CTS) strives for high standards in all aspects of its work, and through the policies and procedures in place, aims to be fair at all times and provide a positive experience for anyone attending our workshops or performances. The staff and volunteers who represent the organisation are committed to high standards of conduct and service at all times.

If a complaint alerts us to possible abuse or neglect, we will escalate this in accordance with our Safeguarding Policy.

Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone attending our events, and their friends/ family, may make a suggestion to any member of staff.

If the suggestion is something that CTS as an organisation needs to consider you can send it to: ctswelcome@gmail.com for the attention of the Chair of Trustees.

Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

CTS assures students and their families that it will not withdraw or reduce provision because someone makes a complaint in good faith.

Who can complain?

Anyone affected by the way CTS provides services can make a complaint.

A representative may complain on behalf of the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf.

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff

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- through an advocate or representative
- by letter
- by email

Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

Responsibility

The Chair of Trustees has overall responsibility for dealing with complaints made about CTS.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

How we handle complaints

The Chair of Trustees of CTS may ask one of the staff or another trustee to investigate the complaint. That person will have enough experience to deal with the issues raised by the complaint. Any complaint about an individual will be treated in a confidential manner.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings,
- any action we have taken, and
- our proposals to resolve your complaint.

Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

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Further Steps

If you are dissatisfied with the explanation or course of action, you can appeal to the full Trustee Board. A minimum of two different trustees will review the complaint and either decide that the action proposed is adequate or that a different course of action should be adopted. The outcome of this review will normally be communicated to you in writing within 15 working days of the appeal being lodged. If the matter remains unresolved, you have the right to consult a third-party arbitrator and an agreed process will be put in place.

Approved by the Trustees and last reviewed: August 2022