



## SEWELL BARN THEATRE SOCIETY – POLICY PAPER 7

### Complaints Policy and Procedures

If you have a complaint about the Sewell Barn Theatre Society we want to hear about it and we will do our best to resolve the problem.

Our Complaints Policy and Procedures have the following aims:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner throughout
- To use complaints constructively in the planning and improvement of all services.

#### Who can complain

Anyone who is involved with the Sewell Barn Theatre Society in any way, including Society members, audience members and volunteers.

#### How to complain

The Sewell Barn Theatre Society would like to sort out any complaint as soon as possible, by direct discussions. Many complaints can be resolved informally.

At a performance, audience members should contact the Front of House Duty Manager; otherwise they should raise their concerns with a member of the Management Committee (names and contact information given at <https://www.sewellbarn.org/contacts.html>)

Cast and technical team members should generally make contact through their Stage Manager or the supervising Artistic Director.

If you make contact in person or by telephone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution through the contacts suggested above, you may pursue a formal written complaint by raising your concerns, preferably by email, with the Chair of the Management Committee, Sewell Barn Theatre Society ([chair@sewellbarn.org](mailto:chair@sewellbarn.org)). Written complaints can also be sent by post to the Committee Chair, Sewell Barn Theatre, c/o Sewell Park Academy, St Clements Hill, Norwich NR3 4BX, but may be subject to delay.

#### What happens next

You will receive acknowledgement of your complaint. You may be contacted to make sure that we have understood your complaint properly. You may be invited to discuss the matter by the person investigating the complaint, when you may have someone with you if you wish.

In all cases, a complaint will be given full and fair consideration and you will always receive a response to your complaint.

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

## Can you take your complaint elsewhere?

Most complaints should be made directly to the Sewell Barn Theatre Society, through the processes described above. However, there are exceptions:

- Contact the police on 101 if you suspect illegal activity, such as terrorism or abuse
- If you are not happy with how the Sewell Barn Theatre Society deals with your complaint, or if you have other serious concerns regarding its work as a charity, such as
  - not doing what it claims to do
  - losing large amounts of money
  - harming people
  - being used for personal profit or gain
  - involved in illegal activity

then you should complain to the Charity Commission as the relevant regulator, via <https://forms.charitycommission.gov.uk/raising-concerns/>.

### **Policy review**

The policy will be reviewed every three years by the Policies Subcommittee and any significant amendments will be referred to the Management Committee for ratification. It may also be reviewed in response to changes in relevant legislation, good practice, or in response to an identified failing in its effectiveness.

**Policy initially drafted and adopted:** April 2019

**Policy last reviewed:** October 2023

**Next review due:** Autumn 2026