



**jude**theatrecompany CIC  
bringing together performance & psychology

# Complaints and Concerns Policy

**(Open to all participants, parents/guardians/carers, members of staff, freelance practitioners, volunteers, partnership organisations or member of the public who have a concern or wish to make a complaint in relation to Jude Theatre Company)**

Originally written	Ian Mackay (Artistic Director)	01.06.2013
Last Reviewed	Jayne Redgrave (Administration Assistant) and Helen Lees (Safeguarding Officer)	09.07.2015
Due for Review		09.07.2016

Signed off by Jude Theatre Board Members:  
Ian Mackay, Helen Lees and Louise Pounds

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### **Introduction**

We are committed to providing a high-quality service to all those we work with including participants, partnership organisations, volunteers and arts practitioners. When something goes wrong, we want to be told about it so that we can work towards putting it right. Improving our standards is important to us. If you are unhappy with your experience for any reason, we have the following procedure in place you can use to raise a concern or make a complaint:

### **How to make a complaint**

If you have a concern or complaint, please contact us with the details so that we can begin to resolve the issue. In the first instance this should be with the person directly involved in the complaint. This can be face-to-face or via letter, telephone or email. If you do not wish to raise the concern with the person directly involved (we understand that not everyone feels able to do so), then you can report the matter to another member of our team or contact us via our office. We will always listen to what you have to say and treat you with respect. We will endeavour to discuss the matter with you and agree an acceptable solution.

If the matter cannot be resolved at this stage, then we require that you put your complaint in writing including as much detail as possible and post or email this to us (our contact details appear at the end of this document).

## **What will happen next?**

1. We will send you written acknowledgement of your complaint within 3 days of receiving it together with a copy of this complaints procedure. We will also include a written summary of your complaint and any action you have told us you would like us to take. This is to ensure that we have understood you correctly.
2. The matter will then be passed to the Artistic Director of Jude Theatre Company who will then investigate your complaint. This will normally involve talking to any other parties who may have been involved in the circumstances of the complaint. If the complaint involves the Artistic Director then the matter will be dealt with at the next management level by a trustee of Jude Theatre Company.
3. The Artistic Director will then write to you again with the outcome of their investigation, the details of any actions to be taken, and a summary of the reasons for any conclusions reached. This will normally be within 14 days of sending you the acknowledgement letter. We will ask you if you are satisfied with the outcome. If so, or if we do not hear from you within 7 days, no further action will be taken. However, the details of the complaint will remain on record and stored in accordance with our confidentiality and data protection policies (copies available via our website or on request to our office).
4. If you are not satisfied with the outcome, and write to tell us so within 7 days, the matter will proceed to the next level and the complaint will be brought to the attention of the trustees of Jude Theatre Company. It is likely that a member of the trustees will contact you directly to discuss the reasons for your dissatisfaction and possibly arrange a meeting in order to try to resolve the matter.
5. If you do not want a meeting, or it is not possible, the trustees will consider all the available evidence and send you a detailed written reply to your complaint, detailing their final position on your

complaint and explaining their reasons. If you still remain unhappy then you should write and let us know why, however this is the final stage of the complaints procedure and Jude Theatre Company will take no further action in relation to the complaint. A record will be kept of the complaint and the final outcome, together with any further communications relating to it.

Jude Theatre Company promises to strive towards a timely and satisfactory resolution to all concerns or complaints raised.

## **Contacts**

**Office Address**  
(as of 1<sup>st</sup> August 15)

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