

# Complaints Policy

**THE GRAND**  
THEATRE | BLACKPOOL

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## 1. Complaints Policy

Blackpool Grand Theatre 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.

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 Blackpool Grand Theatre 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 that helps us to improve what we do.

## 2. Definition of a complaint

A complaint is any expression of dissatisfaction - whether justified or not - about any aspect of Blackpool Grand Theatre.

## 3. Where complaints come from

Complaints may come from any person or organisation who has a legitimate interest in Blackpool Grand Theatre – including: customers; members, stakeholders and the general public.

A complaint can be received verbally, by phone, by email or in writing. *Here is how to complain.*

## 4. Confidentiality

All complaint information will be handled sensitively in accord with The Data Protection Act 2018.

Only those directly involved in the case who need to access the information in order to deal with the complaint will be able to obtain relevant confidential information.

## 5. Responsibility

Overall responsibility for this policy and its implementation lies with the Chief Executive, or, if necessary, the Trustees.

## 6. Review

This policy is reviewed annually by the Trustees and is updated as required.

## 7. How to complain

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

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint. Please put your complaint in writing and send it to our Chief Executive:

Blackpool Grand Theatre

33 Church Street

Blackpool

FY11HT

Email [admin@blackpoolgrand.co.uk](mailto:admin@blackpoolgrand.co.uk)

Phone 01253 290111

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 the incident.
- Tell us why you are making a complaint
- Tell us what you would like us to do.
- Please provide your full name, email address and contact phone number.
- Tell us how you would prefer us to contact you.
- If appropriate, please send us any documents that support your complaint.

## 8. What happens next?

You will receive acknowledgement of your complaint within 5 working days, 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 28 working days of its receipt. Any extension of this time limit requires your consent.

We cannot guarantee that complaints made via our social media channels will be seen and responded to within the timescales set out in this policy. We will aim to acknowledge complaints made via these channels but will then refer the

complainant to an alternative method of communication so that the complaints policy can be followed.

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

#### 9. 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: [gov.uk/government/publications/complaints-about-charities](https://www.gov.uk/government/publications/complaints-about-charities).

#### **Policy information**

This policy was created December 2019.