

NPTC Complaints Policy

1. Policy Statement

Northenden Players Theatre Club (NPTC) is committed to providing high-quality services and experiences to our audiences, participants, and community. This policy outlines our approach to handling complaints in a fair, transparent, and timely manner. We view complaints as an opportunity to put things right and learn and improve for the future.

2. Scope

This policy applies to all complaints received by NPTC, whether from audience members, participants in our activities or the general public and covers complaints about our service, facilities or members of NPTC.

3. How to Complain about our Services or Facilities

We recognise that occasionally a member of our audience may wish to raise a complaint.

- Initially, please raise the issue with Front of House, who will do everything in their power to resolve this before you leave the theatre.
- If the complaint cannot be resolved and you wish to make a formal complaint, then you should address this to the Chair of NPTC via the email NPTC.chair@gmail.com, describing clearly what you are complaining about, including the date, time and location of the incident. You should say what you think went wrong and how you think it should be put right. You must provide your full name, email address and contact phone number.
- On receipt of the complaint, the Chair will send an initial acknowledgement to you before investigating the complaint and liaising with all parties in an effort to resolve the issue. This may involve discussing the matter with the Executive Committee. The Chair aims to resolve all complaints within 14 days of the acknowledgement being sent.

3.1. How to Appeal against the Decision

- If you feel that the complaint has not been dealt with satisfactorily, then you have the right to appeal to the Trustees via the email NPTC.trustees@gmail.com within 21 days.
- The decision of the Trustees will be sent to you in writing within 14 days. This decision will be final.

4. How to Complain about a member of NPTC

Please note that if a criminal offence is alleged, then the relevant authority will be informed and the investigation will be passed to them for completion. NPTC may decide to pursue a parallel investigation and the respondent may have their membership suspended during this period.

Many complaints can be resolved informally. In the first instance, if you feel able, please ask to speak to the relevant person, who will try to resolve the matter.

If you don't feel able to do this or are not satisfied or do not wish an informal solution, you may pursue a formal complaint using the following method:

- Please send your complaint to the Chair of NPTC via the email NPTC.chair@gmail.com, describing clearly who you are complaining about (the respondent), including the date, time and location of

the incident. Give the names of all the parties involved and any witnesses. You should say what you are complaining about and how you think it should be put right. You must provide your full name, email address and contact phone number.

- On receipt of the complaint, the Chair will send an initial acknowledgement to you within 14 days
- The Chair may telephone you to discuss the matter and ask further questions and see if the complaint can be resolved amicably with discussion or whether it is serious enough to warrant a detailed investigation. If so, the Chair will explain the procedure that will be followed.

4.1. Complaint Investigation Procedure

- If the severity of the complaint requires further investigation, a sub-group of 3 - 4 people from the Executive Committee, who are not directly involved, will be set up to investigate the incident. The sub-group will maintain confidentiality at all times
- The sub-group will decide the extent of the investigation but will always talk to all parties, allowing them to give their side. Anyone interviewed will be entitled to be accompanied by someone outside the investigation.
- When deciding their recommendations, the sub-group will take into account the severity of the complaint, the intent behind the events, the actions of the Respondent, the likelihood of repetition, the effect on the Complainant and the effect on NPTC.
- The sub-group will aim to complete their investigations within 28 days. On completion of the investigation, the sub-group will send their notes and recommendations to the Chair
- The Chair will inform the Respondent of the outcome
- The Chair will inform the Complainant of the outcome

4.2. How to appeal against the Decision

This right of appeal applies to both the Complainant and the Respondent

- If you feel that the complaint has not been dealt with satisfactorily, then you have the right to appeal to the Trustees via the email NPTC.trustees@gmail.com
- The Trustees will be issued with the full investigation and decisions notes. If necessary, they will meet with the relevant parties, who may bring someone with them.
- The decision of the Trustees will be sent to the relevant parties in writing within 14 days. This decision will be final.

5. Following Resolution of Complaints

The Executive Committee and Trustees will be informed that a complaint has been made and an outcome reached. Any recommendations for future action will be shared and anonymised (where necessary).

The Trustees will keep a record of all complaints for 24 months and, if repeat complaints are made, then this will be taken into account when reaching decisions. The Chair of the Trustees will retain these details in hard copy form in a secure location. They will only be accessible by the Chair of the Trustees to comply with GDPR regulations.