



## **Complaints Procedure 2025**

Last reviewed: September 2025

Next review: September 2026

Full House Theatre aims to provide high-quality experiences and activities. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our activities remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

Our Complaints Procedure has the following goals:

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

### **How to complain**

Full House Theatre would like to sort out any complaint as soon as possible. If you are not happy with Full House Theatre please tell us.

Many complaints can be resolved informally. In the first instance please speak to the relevant staff member, manager or Creative Director.

If you are unhappy with an individual in Full House Theatre sometimes it is best to speak to them directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager or the Creative Director. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

If you make contact in person or by phone, 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.

### **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Creative Directors at the address provided in the footer of this document.

If your complaint is about the Creative Directors please write to the Chair of the Board of Trustees.

All written complaints will be logged.

You will receive a written acknowledgement of your complaint within five working days.



You may be contacted to make sure that we have understood your complaint properly. You may also be interviewed by the person investigating the complaint.

The aim is to investigate your complaint properly and give you a reply within ten working days of the acknowledgement of receipt of a formal complaint, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If, as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If after we have responded you are not satisfied, please write to the Chair of Trustees who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation. You will receive a response to your complaint within 20 working days.

In all cases, a complaint will be given full and fair consideration.

Finally, please also let us know if you are happy with Full House Theatre's services.