Tower Theatre Complaints Policy

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Tower Theatre (the Company) and may come from members, friends, audiences, suppliers or the general public.

Our Policy is to:

- Provide a fair complaints procedure that is clear to anyone wishing to make a complaint.
- Ensure all complaints properly received are investigated fairly and in a timely way.
- Aim to resolve complaints to the satisfaction of all parties.
- Only progress complaints that have been made in writing providing all the information required.
- Ensure officers of the Company know what to do if a complaint is received.
- Review annually all complaints received to identify any trends which may need action.
- Review any issues identified as part of our participant feedback process
- Treat complaints in confidence and only sharing personal information necessary with relevant parties.
- Provide support for any member who is handling the review of a complaint.
- Avoid conflicts of interest when reviewing complaints.
- Allow for a complainant or complainee (if complaint relates to an individual) to appeal the outcome of their complaint if they can demonstrate additional evidence not considered or clear inadequacy in the review.

How to complain

- You may submit a complaint in writing to the Chair of the Management Committee via email at chair.mgt.committee@towertheatre.org.uk or by post to: Chair of the Management Committee, Tower Theatre, 16 Northwold Rd, London N16 7HR
- If it is not suitable to submit your complaint to the Chair of the Management Committee, email the Theatre Manager on info@towertheatre.org.uk.
- Please include: your name and address, a contact email address and telephone number, full details of the complaint (including time and place, if applicable) and a preferred outcome or resolution
- You will receive receipt of your complaint within one week, and details of next steps that will be taken to resolve your complaint.

Responsibility

Responsibility for the content of this policy is with the Company's Board of Directors.

Responsibility for the implementation of this policy is with the Company's Management Committee.

Reviewed: February 2025