

# FORTH CHILDREN'S THEATRE

COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY

V1.0



## **Forth Children's Theatre Comments, Compliments and Complaints Policy**

### **Introduction**

Forth Children's Theatre is committed to ensuring that its work is of the highest quality. We believe that through effective management and investigation of comments, compliments and complaints we can identify learning to achieve high quality work and continuous improvement as an organisation.

### **Statement of Principles**

The following principles underpin Forth Children's Theatre approach to handling comments, compliments and complaints:

- Forth Children's Theatre recognises that comments, compliments and complaints are an important part of customer feedback
- The procedure is fair, easy and as transparent as possible
- The procedure is accessible to all regardless of age, disability, gender, ethnicity, belief or sexual orientation
- Making a complaint will not harm or prejudice the service that is given to the complainant
- Concerns and complaints are dealt with efficiently, appropriately and are investigated within the agreed time frame
- Complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint
- Complainants receive a timely and appropriate response, identifying the outcome of any investigation
- Action is taken where necessary in the light of the outcome of the complaint. This might include an explanation or an apology and if relevant and appropriate, information on any action taken
- Learning from complaints will be used to improve Forth Children's Theatre's work and drive forward a culture of continuous improvement
- It is very important that every effort is made to ensure anyone making a complaint understands the outcome of their complaint
- Forth Children's Theatre will recognise people's reasoning for making a complaint

If you have positive comments about our work or how we have helped you, please email [contact@forthchildrenstheatre.org](mailto:contact@forthchildrenstheatre.org) so we can track that feedback and act on it where necessary.

### **Making a complaint about Forth Children's Theatre**

If a complaint is about Forth Children's Theatre or anyone participating in Forth Children's Theatre activities, then there are three stages that can be used to try to resolve the problem.

If a complaint is about any Member of the Board of Trustees then it should be addressed to the Chair of the Board of Trustees (marked private and confidential), which is ultimately responsible for the trustees of the organisation. Should the complaint relate to the Chair of the Board of Trustees this can be addressed to the Vice Chair or Operations Lead.

## **Stage One (Informal)**

- To make an initial complaint (Stage 1), please speak to the individual(s) concerned or a member of our leadership team and we will endeavour to satisfy your complaint and let you know of any remedial action that is to be taken.
- If you don't know who to contact or do not wish to contact the individual involved, please email **[contact@forthchildrenstheatre.org](mailto:contact@forthchildrenstheatre.org)**
- All complaints will be acknowledged by Forth Children's Theatre within 5 working days from the date it is received.
- For us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.
- We will respond to Stage 1 complaints within 10 working days

## **Stage Two (Formally registering a complaint)**

- If you are not satisfied with the response you receive at Stage 1, or you would prefer your complaint to be formally investigated, you can request your complaint to be escalated to Stage 2, either through your contact at Stage 1, or directly to us
- Please submit the details of your complaint in person or by emailing us or in writing FAO Complaints FCT, Madelvic House, Granton Park Ave, Edinburgh EH5 1HS
- Your complaint will be acknowledged within 10 working days.
- A member of Forth Children's Theatre will be assigned to investigate your complaint and you will receive a full written response within 20 working days from the date of the acknowledgement.
- If you are not satisfied with the response to your complaint, you will be given the opportunity to speak to the Chair from the board of Trustees at Forth Children's Theatre and given the option to appeal (Stage 3).

## **Stage Three (Appeal)**

- To appeal, please outline the reasons for your dissatisfaction in writing or electronically to the Chair of Trustees
- This will be the final decision of the complaints process and will ensure the Chair has reviewed the investigation, made any further enquiries and then delivers the reason for the final decision.
- The Chair of Trustees will write within 30 working days of receiving the appeal

## **Scottish Fundraising Adjudication Panel**

If you are dissatisfied with Forth Children's Theatre's response to your fundraising complaint you can contact the Scottish Fundraising Adjudication Panel (SFAP) (<https://goodfundraising.scot/>) to access their independent complaints procedure.

## **OSCR Scottish Charity Regulator**

If you are dissatisfied with Forth Children's Theatre complaints process, you can contact OSCR, who will be able to advise on whether they may be able to advise on the matter. OSCR can be contacted at: <https://www.oscr.org.uk/about-charities/raise-a-concern/>