

Immediate Theatre User Compliments and Complaints Procedure

Immediate Theatre is committed to providing a quality service and achieving the highest standards of conduct. One of the ways we continue to improve our services is by listening and responding to the views of our users and partners (*see note below).

Therefore, we aim to ensure that:

1. Making a compliment or complaint is as easy, and supported, as possible.
2. We treat it seriously whether it is made in person, by telephone, by letter, or by e-mail;
3. Your compliment or complaint gets to the right place in the organisation and is considered seriously (as a part of the positive development of our services).
4. Where possible, your complaint is put right immediately, politely and, where appropriate, informally (for example, by telephone or email);
5. We respond in the right way - for example, with thanks, or with an explanation or an apology where we have got things wrong, or with information on any action taken etc;

We learn from compliments and complaints, use them to improve our service, and then we may publish this information, e.g. in our Annual Report.

Compliments Procedure

1. You can register a compliment at any point, by phoning 0207 682 3031 or by email to the General Manager.

Complaints Procedure

The following procedure covers complaints which are about the services that Immediate Theatre provides directly to the public this includes Partner organisations and external venues.

How do you make a complaint?

Stage One

1. You can make a complaint in writing, by e-mail, by telephone or in person (by appointment please). If you are writing or e-mailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required and, if not, please provide a full postal address.
2. If you know the name or title of an appropriate member of staff, please make your complaint direct to them.

3. If you do not have this information, please get in touch with Immediate Theatre's General Manager who will give you the contact details for the most appropriate person. Immediate Theatre can be reached at:

Suzy Smith

Immediate Theatre
24-30 Dalston Lane
E8 3AZ

Tel: 020 7682 3031

Email: suzy@immediate-theatre.com

4. A letter or email will be written confirming how your complaint is being dealt with setting out the expected time scale of the investigation. We would usually expect your complaint to be investigated within 28 working days.
5. At the end of stage 1 you will receive notification of how your complaint has been dealt with and concluded.
6. A record will be made in the Immediate Theatre's files detailing how your complaint has been dealt with and concluded.

What happens next?

Stage Two

1. If you are dissatisfied, you can proceed to Stage Two. A formal written complaint should be made to a named complaints officer within 28 days of receipt of the letter detailing how your complaint has been dealt with at Stage 1.
2. We will reply within 14 working days from when we receive your complaint. The response will be in writing. If it is not possible to give you a full reply within this time - for instance, because a detailed investigation is required - we will give you an interim response, telling you what is being done to deal with your complaint, when you can expect the full reply and from whom.
3. A letter or email will then be written to you confirming how your complaint is being dealt with.
4. At the end of stage 2 you will receive a letter of how your complaint has been dealt with and concluded.
5. A record will be made in the Immediate Theatre's files detailing how your complaint has been dealt with and concluded.

Stage Three

1. If you are still dissatisfied, you can proceed to Stage Three. A formal written complaint should be made to the Chair of the Trustees within 28 days of receipt of the letter detailing how your complaint has been dealt with at Stage 2.
2. We will reply within 14 working days from when we receive your complaint. The response will be in writing. If it is not possible to give you a full reply within this time - for instance, because a detailed investigation is required - we will give you an interim response, telling you what is being done to deal with your complaint, when you can expect the full reply and from whom. The chair may, if s/he considers it appropriate, considering the nature and complexity of the complaint, offer independent agreed

mediation, and/or appoint an external investigator to assist or to deal with the complaint.

3. A letter or email will be written to you confirming how your complaint is being dealt with.
4. At the end of Stage 3 a letter or email will be written to you confirming how your complaint has been dealt with and concluded.
5. A record will be made in the Immediate Theatre's files detailing how your complaint has been dealt with and concluded.

A young person friendly version of this policy is available; please ask the General Manager.

**Immediate Theatre cannot seriously consider any complaints or compliments where the sender cannot be verified as genuine, e.g. has not provided proper contact details or has chosen to remain anonymous (whether these come by electronic format or hard copy).*