



Compliments and Complaints Policy

Stage Theatre Society

Reviewed - October 2023

Introduction

At Stage Theatre Society we always aim to conduct ourselves ethically, and with honesty and integrity. We expect the same high standards from all involved with us including both cast and volunteers

Aims and objectives of the society

Aims and objectives of the society shape the way we operate and are very important to us and are as follows.

- To improve quality of life for all members of the society.
- To increase performing and technical abilities of its members.
- FOR EVERYONE TO HAVE FUN
- To encourage discipline and learning in the activities we carry out.
- To have a balance of social and learning activities in the society.
- For all of our members to succeed in what they do with us at all times.
- To always encourage the best in our members.
- To progress with the show according to the rehearsal programme.
- To teach and offer new talents to our members.
- To make people want to be part of our society.
- To enable our members to bond socially with others.
- To always encourage commitment to the show from all members of the society.
- To distribute all show betterments to charitable organisations, or to be used to subsidise the next production if needed.
- To always keep within the proposed budgets for our shows.
- To increase community involvement and spirit within the society.
- To be able to fill our auditoriums with lively audiences.
- To have the audience always wanting more.
- To demonstrate to our audiences a different culture.

We welcome and value feedback as this enables us to listen, learn, and to improve what we do and how. In short, your compliments, comments and complaints help us continue to strive for excellence and help us to progress as a society.

Giving us a compliment

Compliments are valuable, and important to us and when they are received, they enable us to:

- understand from our supporters what we do well and the positive difference this makes
- provide positive feedback to our cast and volunteers.
- influence the continued development of what we do, why and how.

It is always helpful to hear what people think about us; what we do and how.

Complaining about our people or our work

We recognise that there will be times when our trustees, and volunteers make mistakes, or get things wrong. Where this happens and where we receive a complaint, we will always take this seriously, and deal with it in a timely manner. In the first instance, please do be encouraged to speak to us at the time - where we will endeavor to rectify the issue.

We define a complaint as “an expression of dissatisfaction, however made about actions taken or a lack of action by Stage Theatre Society.

The following issues (this is not an exhaustive list) will be treated as complaints

- poor standards of service including accusations of professional incompetence/misconduct
- financial losses/waste
- criminality within or involving the Stage Theatre Society
- non-compliance our own policies/procedures
- non-compliance with relevant laws and regulations

Under certain circumstances we may not be able to respond to a complaint including where:

- you have not identified yourself or provided your contact details
- your complaint is not about us
- the complaint is insufficiently clear
- the complaint has been sent to us and other organisations as part of a bulk mailing
- a complaint contains abusive language directed towards us

Sharing your Compliments, Comments & Complaints with us

Set out below are the details of how and to whom you should submit your feedback:

By Email Stagetheatresociety@gmail.com

In Writing - 9 Maritime Court, Dock Road, Chatham, ME44FH

Our process for dealing with complaints

When a complaint has been submitted to Stage Theatre Society, we will acknowledge your complaint within five working days, explain the process that will be followed and when a decision will be made.

We will investigate fairly and ethically to help us to establish the facts surrounding the complaint, we will always attempt to provide a written response within 15 working days. There may be occasions where this is not possible, and we will always notify you of this.

When notifying you of the outcome of our investigation and any follow up action taken, we will confirm to whom you should submit an appeal in the event that you wish to contest the outcome.

Appealing the outcome

An appeal must be submitted in writing within 15 working days from the date of the letter notifying you of the outcome - and must be in writing.

Any appeal must be in writing and satisfy one or more of the following criteria:

- you have new, relevant information to present
- we have failed to consider adequately or at all information you provided in connection with the complaint

We will acknowledge receipt of your appeal within five working days.

We will always attempt to provide a final response to your appeal within 15 working days.

Our outcome response, which will always be in writing, is final; there will be no further redress within Stage Theatre Society.