

Complaints Policy

The Beckenham Theatre Trust (BTT) takes all complaints seriously.

A complaint is different from a comment or expression of dissatisfaction. It is a formal claim that BTT has failed to meet a commitment, standard or regulation. We may choose not to respond to complaints or feedback that is abusive, offensive or harasses one of our Trustees.

- In order for complaints to be managed effectively, care will be taken to ensure that all Trustees are aware of the procedures for managing complaints and about their role in those procedures.
- The policy and procedures will be reviewed annually by the Trustee Board.
- Any complaints which are made will be treated as confidential, unless the Trustee Board resolves that it is in the best interests of the charity or a legal obligation to do otherwise
- Complainants will be treated with understanding and respect, as should the person(s), if any, against whom the complaint is made.

Procedures

Beckenham Theatre Trust will so far as possible work together to ensure that:

- Any complaint is recognised as a complaint or otherwise
- All Trustees are familiar with this policy
- All those involved in complaints and their management receive support
- The complaints procedure is accessible to those who may want to use it
- Complaints are managed effectively
- The charity benefits by learning from complaints

To whom should a complaint be addressed?

- Complaints must be made in writing by email by the Complainant
- The Company Secretary (or the Trustee Board, when engaged) should consider whether any legal advice should be sought.

Timescale

All complaints should be dealt with promptly and without undue or unnecessary delay.

For the avoidance of doubt, when a complaint is initially received, a written acknowledgement should be given to the complainant as soon as possible, and a more substantive written response should follow within 14 days.

Action to be taken when a complaint is received

- The Company Secretary should make a full note of the complaint and keep this in the Complaints Register.
- The Recipient should, at their discretion, seek to resolve the complaint within the timescale above.
- The Recipient may, at their discretion, decide the complaint is not of sufficient merit to progress further than an initial response.
- If the matter complained of involves possible criminal activity, it should be referred directly to the police and the Trustee Board should be informed within 24 hours.
- If neither the Complainant or Recipient is not satisfied, the complaint has been satisfactorily resolved, either may refer the matter to the Trustee Board.
- The Trustee Board should consider the matter at their next scheduled meeting or, if the matter merits swifter action, convene a special meeting to consider it.
- If the matter is not resolved to the satisfaction of the Complainant or Recipient / Trustee Board, it may be referred to the Chair.

Follow up action

The Trustee Board is responsible for ensuring that: -

- Any follow up action is properly implemented taking due regard to fairness and respect.
- The outcome of the complaints process is conveyed in writing to the Complainant.
- Consideration is given to any lessons learnt and whether it would be appropriate to take any action to avoid a recurrence of the incident that led to the complaint.

Details of the complaint and its outcome are properly noted within the Complaints Register.