

# Complaints & Grievance Procedure

If you have a complaint or grievance, about something that has happened at Unleashed Theatre Company (UTC) or where you feel that UTC have made an error, we want to know, and we will act efficiently to respond and, wherever possible, put it right. We aim to deal with complaints fairly, professionally, and effectively, and try ensure that all complaints are handled in a consistent manner. Confidentiality and discretion will be maintained, as far as possible, to safeguard all parties.

## Who can complain?

Anyone who engages with UTC. This includes audiences, participants, sponsors/funders, volunteers, self-employed actors or stage crew, people at the venues where we perform, consultants, collaborators, and trainees.

## How to complain or raise a grievance:

It is hoped that most concerns or complaints can be resolved informally between the relevant parties involved and should always be attempted prior to making a formal complaint. However, should you choose to raise a formal complaint:

- In the first instance contact us on our direct number and/or via email. This ensures that your concern reaches the decision makers of the organisation who are able to take immediate action to resolve the complaint or grievance.
- Email is preferred [admin@unleashedtheatrecompany.com](mailto:admin@unleashedtheatrecompany.com) and if possible please attach any information such as screenshots, photos, etc, to assist any discussion and investigation. All information provided is subject to our Data Protection Policy which is available via our website [www.unleashedtheatrecompany.com](http://www.unleashedtheatrecompany.com)
- If you are unhappy with the outcome of this process, or your complaint regards the CEO or Finance and Operations Manager then contact the Chair of Trustees on [mash.dean@blueyonder.co.uk](mailto:mash.dean@blueyonder.co.uk)

## What Happens Next?

You will receive an acknowledgement of your complaint within 5 working days (usually less), and you may be contacted to obtain any additional information that we may require to help us resolve the complaint. You will receive a full response to your complaint within a maximum 28 working days of its receipt. Any extension of this time limit requires your consent.

If as a result of your complaint/concern, disciplinary proceedings are taken against someone involved in any of our projects, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the outcome of your complaint outside of any disciplinary procedure. If a criminal offence is alleged, then the police will be informed.