The Patchwork Playhouse CIC

# Complaints Policy

## Purpose

The Patchwork Playhouse CIC aims to provide a high-quality, safe, and inclusive experience for all participants, staff, volunteers, and members of the public. We recognise that occasionally concerns or complaints may arise, and we welcome the opportunity to address these fairly, promptly, and sensitively. This policy sets out how complaints will be handled.

## Scope

This policy applies to:
- All participants (children, vulnerable adults, and their families)
- Staff, volunteers, freelance workers, and contractors
- Audience members and members of the public
- Any person who has dealings with The Patchwork Playhouse CIC

## Policy Statement

We are committed to:
- Listening carefully to all complaints
- Responding quickly, fairly, and transparently
- Resolving complaints wherever possible at an informal level
- Learning from feedback to improve our services

Complaints will be treated seriously and confidentially.

## What is a Complaint?

A complaint is any expression of dissatisfaction about:
- The services provided by The Patchwork Playhouse CIC
- The behaviour or actions of staff, volunteers, or representatives
- The handling of a previous complaint

Complaints may be raised verbally or in writing.

## Complaints Procedure

Stage 1 – Informal Resolution
Where possible, concerns should be raised directly with the individual involved or with the session leader at the time. Most issues can be resolved quickly and informally.

Stage 2 – Formal Complaint
If the issue cannot be resolved informally or is of a serious nature, a formal complaint should be submitted in writing to the Company Director via email or letter.

Contact details:
The Patchwork Playhouse CIC
[Insert company email address]
[Insert postal address]

The complaint should include:
- Name and contact details of the complainant
- Details of the complaint (including dates, times, and persons involved if applicable)
- Any action already taken to resolve the issue

Stage 3 – Investigation
The Director or a designated senior team member will acknowledge the complaint within 5 working days and conduct a fair and thorough investigation.

A written response will be provided within 14 working days of acknowledging the complaint, setting out:
- Findings of the investigation
- Any actions to be taken
- Any further steps or recommendations

If a delay is unavoidable, the complainant will be kept informed.

Stage 4 – Appeal
If the complainant is dissatisfied with the outcome, they may request a review of the decision by the Board of Directors (or an independent trustee if applicable). The appeal should be made in writing within 10 working days of receiving the decision.

A final written response will be provided within 14 working days.

## Confidentiality

All complaints will be handled sensitively and in accordance with data protection legislation. Only those directly involved in the investigation and resolution will have access to the details of the complaint.

## Monitoring and Review

All complaints will be recorded and monitored to identify trends and improve services.

This policy will be reviewed annually or following any significant complaints or changes in legal requirements.