



Reading Rep Theatre
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Reading Repertory Theatre
Registered company no.: 7907370
Registered Charity no.: 1147048

1. COMPLAINTS POLICY

- 1.1. Reading Rep are committed to having a fair, open and clear process for complaints, ensuring satisfactory outcomes for all customers who raise a complaint.

Staff are provided with thorough training in the company's complaints procedure, and support is provided to help staff deal with complaints in a face-to-face, written and/or telephone manner. It is Reading Rep's aim to deal with complaints as soon as possible, being fair and professional and ensuring all complaints are dealt with, in a consistent and timely manner.

- 1.2. Reading Rep will consider and respond to all complaints, irrespective of how they are raised, or what they entail. Some complaints, referred to as 'informal complaints' will not require further investigation and can be resolved quickly, as the nature of the complaint is clear, and the resolution can be found without further delay.

Training enables staff to efficiently deal with informal complaints and find resolutions, with little or no need for investigation. Where more information is required, staff will be encouraged to seek the assistance of management and when necessary refer the complaint to appropriate management/senior management/executive.

2. WHO CAN COMPLAIN?

- 2.1. Anyone we engage with. This includes audiences, participants, consultants and contractors. If an employee, freelancer, trainee or volunteer wishes to make a complaint, they should instead follow the Company's standard grievance process.

3. HOW TO COMPLAIN

- 3.1. Customers are encouraged to contact us directly, by phone or email to lodge complaints.

If the customer feels comfortable doing so, we would also suggest they speak with the relevant member of staff/team/manager, at the time. In doing so, we can act and respond efficiently and where we can, put it right.

- 3.2. Contact details for complaints are:
Phone 0118 370 2620
Email - boxoffice@Readingrep.com

4. WHAT HAPPENS NEXT?

- 4.1. Ideally complaints are received by the staff member/team responsible for the issue, who can then deal with the complaint swiftly and appropriately. If the complaint has not been resolved it should be referred to the General Manager to investigate and take appropriate action.
- 4.2. If the complaint relates to a specific person, they should be informed and given the opportunity to respond.
- 4.3. Complaints should be acknowledged by the person handling the complaint within 3 working days. The response should detail who is responsible for overseeing the complaint and when they should expect a reply. Ideally a definitive reply and resolution should be sought within 1 week.
- 4.4. Whether the complaint is justified or not, the reply should state the action to investigate, resolve and conclude the complaint.

5. CAN YOU TAKE YOUR COMPLAINT ELSEWHERE?

- 5.1. You can contact the Charity Commission for further information on making complaints about a charity.
- 5.2. Their website is <https://www.gov.uk/complain-about-charity>