

LANCASTER **GRAND** THEATRE

EST 1782

LANCASTER FOODLIGHTS & GRAND THEATRE CIO

Complaints Policy



Lancaster Grand Theatre understands complaints to be an expression of dissatisfaction requiring a response; communicated verbally, electronically, or in writing. Complaints may be made by customers, performers, or by staff/volunteers.

Lancaster Grand Theatre takes complaints very seriously. We will aim to put things right that have gone wrong and learn lessons to avoid the problem happening again. This policy sets out the framework for how Lancaster Grand Theatre will achieve this.

Lancaster Grand Theatre will comply with legislation, national guidelines, regulation and best practice when managing complaints and suggestions. A systematic approach will be taken with all aspects of complaints and suggestions

Complaints or concerns by staff or volunteers will be addressed via the grievance process if the complaint or concerns relates to them individually, or via the Whistleblowing process where a protected disclosure is made

Lancaster Grand Theatre will ensure that the complaints, suggestions and compliments process at Lancaster Grand Theatre is fair and transparent and does not discriminate directly or indirectly because of the following:

- Age
- Being or becoming a transsexual/transgender person
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- Race (including colour, nationality, ethnic or national origin)
- Religion, belief or lack of religion/belief
- Sex
- Sexual orientation

The complainant will feel free to complain without fear of reprisals and will be treated with courtesy, respect and compassion.

Seeking Views and Engaging with customers, staff/volunteers and performers, Lancaster Grand Theatre will seek out opportunities to obtain feedback from these parties to improve the service level. Lancaster Grand Theatre will act with sensitivity, integrity and professionalism by treating individuals who do complain or raise a suggestion with compassion, courtesy and respect. The theatre will protect the complainants right to confidentiality.

Staff will undertake training on how to manage complaints in line with their role and responsibilities.

Lancaster Grand Theatre understands that it can be difficult to separate a complaint from a concern, therefore, Lancaster Grand Theatre will follow this policy when any dissatisfaction arises.

A full record will be held of all complaints received regardless of the level of seriousness and means of communication. This approach allows an open and transparent culture around raising concerns in the earliest stage to allow resolution.



It is acknowledged that all staff/volunteers working within Lancaster Grand Theatre may be presented with an individual wishing to raise a concern or complaint at any time; therefore, staff/volunteers need to be able to manage this in a sensitive, structured and timely manner. To do this, staff/volunteers will:

- Be trained on induction and as a routine measure to ensure knowledge is embedded and refreshed around the complaint's procedure
- Have access to the Complaints, Suggestions and Compliments Policy and Procedure
- Be provided with the opportunity to reflect and learn from complaints as a means of developing and driving quality care
- Be clearly advised that on presentation of a complaint, swift escalation to management is necessary and purposefully

Management Team at Lancaster Grand Theatre

- The management team at Lancaster Grand Theatre are responsible for ensuring compliance with this policy and improvement planning regarding complaints
- The Operational Manager is the main point of contact for the receipt, investigation and management of complaints within Lancaster Grand Theatre. However, this may be delegated to a senior member of staff within Lancaster Grand Theatre who holds the experience, knowledge and competence to investigate and manage complaints
- Lancaster Grand Theatre will ensure the procedure for raising a complaint is available from the Lancaster Grand Theatre box office and on the website of Lancaster Grand.

Compliments and Suggestions

Lancaster Grand Theatre welcomes compliments and suggestions and recognises their importance in celebrating and recognising the success of our theatre and opportunities for improvement. We will share feedback with our staff.

How to lodge a complaint

Lancaster Grand Theatre complaints process is readily available on the website. Customers can also contact our Box Office Team. Complaints can be made either:

- Face-to-face
- In writing or
- via email

