

COMPLAINTS POLICY

Parents, Young People and Visitors

We value your feedback both things we do well and things we could change. It helps us to improve the way we run our Academy, training programmes and performances at Theatre Peckham

Theatre Peckham is committed to providing a safe, stimulating, consistent and accessible service for all visitors. We always aim to provide high quality services for everyone but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

If you have any comments or complaints about Theatre Peckham, please speak to the Welcome team or present Duty Manager, at the earliest possible opportunity and they will aim to resolve your complaint. Your comments and any actions taken will be recorded and forwarded to the correct department.

If you would like to contact us by email, please contact the Finance and Administration Officer,

Email: nelly@theatrepeckham.co.uk

Address: Company Administrator, 221 Havil Street, SE5 7SB

Child or Vulnerable person

If the complaint involves a child or vulnerable person, the Duty Manager will inform the designated Safeguarding Officer and ensure that the procedures set out in the Theatre Peckham's *Safeguarding Children and Vulnerable Adults Policy* are followed.

Please make the complaint as soon as possible after the incident or communication has taken place.

All complaints that we receive will be logged and acknowledged within three working days. Theatre Peckham aim to reply to all complaints within 10 working days and should the need for this time to be extended, we will inform you on our reasons why. In addition to this, we will also provide you with the details of who is dealing with your complaint and when we aim to make further contact.

If at the conclusion of this process you remain dissatisfied with the response you have received, then you should put your complaint in writing to:

Suzann McLean
CEO/ Artistic Director
Theatre Peckham
221 Havil Street
SE5 7SB

All such complaints will be brought to the attention of Theatre Peckham's Board of Trustees.