



Unicorn Theatre Complaints Policy

The Unicorn Theatre is committed to providing a high-quality service to all people we work with, including audiences, staff and freelancers, and supporters. The purpose of this policy is to ensure all members of the Unicorn's community and members of the public know how to provide feedback or make a complaint and ensure that the feedback or complaint is responded to appropriately and in a timely manner by the Unicorn Theatre.

DEFINITION

Feedback, for the purpose of this policy, is defined as an expression of a specific opinion or view on procedures, employees, partners, fundraising activities or quality of the Unicorn's services. We are committed to ensuring the quality of our service remains high, and that we are delivering our mission to transform young lives through theatre. Which is why feedback, including when we get things wrong, is important to us. We will ensure all comments are considered, enabling improvements to be made where appropriate.

A complaint, for the purpose of this policy, is defined as an expression of dissatisfaction about the Unicorn Theatre's services, whether it is found to be justified or not.

This policy covers complaints by the children and young people participating in our activities, our partners, supporters and members of the public in relation to:

- The standard of service we provide to audiences.
- The standard of service we provide to participants in activities.
- The behaviour of staff and freelance artists at our venue.
- Our fundraising activities and practices.
- Any other aspects of our work.

HOW DO I GIVE FEEDBACK OR MAKE A COMPLAINT?

Feedback and complaints about any of our services can be submitted to the Unicorn in the following ways:

- email: boxoffice@unicorntheatre.com
- telephone: 020 7645 0560 during our open hours
- letter: Unicorn Theatre, 147 Tooley Street, London SE1 2HZ

Your complaint will be shared with the relevant member of the Unicorn team.

If you are dissatisfied with any aspects of our work or services, we want to make sure that we investigate your complaint thoroughly and provide you with a timely response. To allow us to do this, please provide as much information as possible when contacting us, including:

- The reason for your complaint
- Where and when it happened
- The name(s) of anyone involved (if known)
- The outcome you are hoping for

- Your contact details (name, address, daytime telephone number and/or email).

Feedback and complaints related to our Fundraising activities can be directed to the Development Team:

Feedback and complaints relating to Fundraising activities can be delivered directly to our Development Team through the following channels:

- email: development@unicorntheatre.com
- telephone: 020 7645 0524
- letter: Unicorn Theatre, 147 Tooley Street, London SE1 2HZ
- Direct reply to a broadcast email, which could be received by a member of the fundraising or marketing team.
- Verbal communication in person or over the phone to a member of staff such as an account manager or fundraiser

The Director of Development is responsible for the management of feedback and complaints relating to fundraising activities received via channels outlined above.

WHAT HAPPENS NEXT WHEN I MAKE A COMPLAINT?

Depending on the nature of the complaint against Partners, the Unicorn may decide to investigate. Due to confidentiality and legal restrictions the Unicorn may not disclose the outcome of the investigation, or any information gained during the investigation, for example, the Unicorn may only report that an investigation has been carried out and appropriate action taken.

We will try to resolve the problem as quickly as possible and provide you with a full response within 14 days. However, sometimes we might need some extra time to investigate, in which case we will let you know when you should expect to hear from us.

We aim to resolve all complaints within 28 working days of receipt.

CLOSING A COMPLAINT

The Unicorn will consider each complaint carefully and decide upon an appropriate course of action. All complaints will be reviewed. In some cases, it may not be possible to investigate or substantiate complaints, or it may fall outside of our responsibilities.

If you have made a complaint and provided contact details, you will be informed of any part of the investigation which may involve you directly. However, due to confidentiality and legal restrictions the Unicorn may not disclose the outcome of the investigation, or any information gained during the investigation, for example, the Unicorn may only report that an investigation has been carried out and appropriate action taken.

All complainants will be responded to as per the procedures and time frames set out above.

If you are not satisfied with our response, you can contact the Charity Commission on 0845 300 0218 or visit their website www.charitycommission.gov.uk for advice.

If your complaint relates to how we collect and use your personal information, you have the right to report your concerns to the UK data protection regulator, The Information Commissioner's Office (ICO) www.ico.org.uk.

All complaints related to our fundraising practices can be escalated to the Fundraising Regulator on 0300 999 3407 or on their website www.fundraisingregulator.org.uk. If you receive a response from us about a fundraising matter that you are not happy with, the Fundraising Regulator requires that you notify them of this within 8 weeks of hearing from us.

Unreasonably Persistent Complaints

There are a small number of complainants who, because of the frequency, nature and quality of their contact with the Unicorn, hinder our consideration of theirs, or other people's, complaints. We refer to such complainants as 'unreasonably persistent complainants' and, exceptionally, we will take action to limit their contact with our staff and volunteers

The decision to restrict access to our staff and volunteers will be taken by the CEOs in consultation with senior management and will normally follow a prior warning to the complainant. Any restrictions imposed will be appropriate and proportionate. The options we are most likely to consider are:

- requesting contact in a particular form (for example, letters only)
- requiring contact to take place with a named individual
- restricting telephone calls to specified days and times
- and/or asking the complainant(s) to enter into an agreement about their future contact with us.

In exceptional cases contact with a complainant may be terminated without restrictions first being imposed. This will be dependent on the individual circumstances but would be an option if the complainant's behaviour is particularly severe or includes threats to staff and freelancers in our building.

In all cases where we decide to treat someone as an unreasonably persistent complainant, we will write to tell the complainants why we believe their behaviour falls into that category, what action we are taking and the duration of that action. We will also tell them how they can challenge the decision if they disagree with it. If we decide to carry on treating someone as an unreasonably persistent complainant and we are still investigating their complaint six months later, we will carry out a review and decide if restrictions will continue.

Where a complainant whose case is closed persists in communicating with us about it, we may decide to terminate contact with that complainant about the matter. In such cases, we will read all correspondence from that complainant, but unless there is fresh evidence which affects our decision on the complaint, we will simply acknowledge it or place it on the file with no acknowledgement.

New complaints from people who have come under this procedure will be treated on their merits.

CONFIDENTIALITY

While the Unicorn will treat any information given to us sensitively, we cannot always guarantee to keep your identity confidential as we may need to disclose your identity if required to do so by law. It should also be noted that your identity may be recognisable to others during the investigation due to the nature of the complaint, although we will endeavour to limit the risk of this where possible.

All complaints will be logged by the customer services team for reporting and monitoring purposes. Details of complaints are kept in accordance with our data protection policy.