

## **FEEDBACK POLICY**

### **Policy Statement**

Theatre Royal Plymouth (TRP) encourages a culture of inclusion, transparency, and openness within the organisation, demonstrating that it has nothing to hide in terms of its practice. Therefore, TRP is open to feedback from children and adults, as well as their parents, families, and carers - from both inside and outside the organisation – as this will assist the charity in improving its day-to-day activities and delivery of its services.

As an organisation which prides itself on treating all with dignity and respect, TRP is committed to protecting individuals from harm and will seek to encourage and enable everyone to take an active role in planning and decision-making in all ways that are appropriate to the individual.

TRP recognises that everyone who uses our services, activities and/or facilities has the right to a high standard of service and a right to offer feedback if they are not happy with any aspect of what we do. Learning from feedback helps TRP improve the experience for our audiences, and therefore the purpose of this feedback policy is to:

1. Aid TRP to provide the highest standard of service to everyone that engages with the charity.
2. Enable TRP to ensure that everyone that uses, or wishes to use, the charity's services is aware that they have a right to complain if they need to.
3. Provide TRP with a framework to deal with all feedback, including complaints, in a positive way and to use this feedback to improve the output of the charity.
4. Identify the steps everyone should take if they wish to provide feedback to TRP.
5. Demonstrate how TRP will deal with and respond to feedback in a fair, consistent and timely manner.

### **Audience**

This policy applies to everyone that we engage with - children, adults, parents, and families, as well as carers and advocates. It applies to every single person that attends, or wishes to attend, TRP's facilities and services.

This policy is not intended to be used by TRP's staff, practitioners or volunteers who would like to provide feedback on their experience in the workplace. In these circumstances, TRP staff, practitioners and volunteers will use the TRP's Grievance Procedure.

The feedback policy is also not intended to cover concerns that TRP staff may have about the issues of possible malpractice or wrongdoing in the workplace. If these concerns arise then they will be dealt with under the TRP Whistleblowing Policy.

If anyone, whether a TRP staff member, child, adult, parent, family member, carer or advocate is concerned that a child or adult may be at risk of harm then they should use the relevant procedures outlined within TRP's Safeguarding Policy rather than this Feedback Policy.

### **Procedures**

Positive feedback, praising our people, projects or programmes, will be shared with any individuals or teams referenced, enabling TRP to celebrate their commitment to our charitable objectives.

Negative feedback, such as complaints, will be dealt with at TRP by:

1. Providing a clear definition as to what is meant by a complaint.
2. Setting out a process that can be easily followed and understood.
3. Ensuring that this policy, and the procedures complained within it, are visible both internally and externally and available in both printed and electronic formats.
4. Reassuring people that they will not be penalised in any way for providing feedback of any type, and that TRP will respond positively to all feedback, including complaints, in good faith.
5. Providing extra support to those who need help to provide feedback.
6. Investigating each complaint as objectively and fully as is reasonably possible.
7. Honouring the timelines that are set out within this policy to keep individuals informed during the course of any investigation, as well as about the outcome of their complaint.
8. Maintaining clear records of all feedback and resolutions to complaints.

### **Definition of a complaint**

A complaint is a statement from someone who is not happy about the service provided to them by TRP and how they would like this to be improve.

The complaint may be about behaviours of TRP staff and audiences, the level of service provided (or refused) by TRP, the quality of TRP facilities or communications, specific activities or outings, from an individual who feels that they have been treated unfairly or in a way that is discriminatory, or anything else related to the service provided by TRP.

### **COMPLAINTS PROCEDURE**

#### **Step One:**

Many negative experiences can be resolved promptly at the time of the initial problem. We encourage feedback, both positive and negative, about any area of our work. In the first instance, please take prompt action by engaging directly with a TRP House Manager or a Head of Department about your concerns.

Please be clear about the problem and be as calm as you can be about it. If the representative of TRP is unable to resolve your complaint, then it will be referred to our formal process (outlined at Step Two), and you may need to provide your personal details so that we can engage further with you as we attempt to resolve the issue.

#### **Step Two:**

If you are not satisfied, then you have the right to make a formal complaint.

If you are not happy with the explanation that you receive from our House Managers or Department Heads, our actions to address the issue, or feel that you can not talk about it with a member of TRP staff at that moment in time, then please make your complaint in writing within ten working days of the incident. Please be clear about the problem, and how you feel it should be resolved.

If submitting your complaint via mail or hand delivered post, please mark it as confidential. If you are submitting your complaint via email, then please put 'Confidential: Complaint' within the subject line for priority attention.

For safeguarding concerns, you should immediately follow the process set out within our Safeguarding Policy, [available here](#).

You should direct general feedback, both positive and negative, to our Business Support Team:

- by email [info@theatreroyal.com](mailto:info@theatreroyal.com)
- by mail/hand delivery Business Support Team  
Theatre Royal Plymouth  
Royal Parade  
Plymouth  
PL1 2TR

We will need to know:

- Your name and contact details, such as address, email, and phone number.
- Details of the incident, what, where and when it took place.
- Any witness statements and names, including contact details, if available.
- Names of any others who have encountered a similar experience.
- Details of any former complaints made about the incident, including the date and to who the complaint was made.
- A preference for the solution to the incident.

TRP commits to dealing with your complaint as quickly and efficiently as we can.

Complaints made via email will receive an automatic reply, confirming to the sender that their feedback has been received.

This feedback will be shared with the Head of Department whose area of responsibility covers the area of the complaint.

Within three working days, you will receive further correspondence from TRP, where the Head of Department (or a nominated deputy) will acknowledge your complaint and outline our initial response and any immediate action that has been taken.

No later than 10 working days following receipt of the initial complaint, TRP will send a comprehensive reply to the individual, outlining (where possible) what action has been taken and what processes have subsequently been implemented to ensure that experiences of this nature are not encountered again in the future.

There may be occasions where we are unable to provide a full response within this timeline, for example if we are carrying out an investigation. If this is the case, then we will tell you when you can expect a full reply – however please be assured that we will attempt to provide this as soon as it is possible for us to do so.

If we require any further information or clarification on matters contained within your feedback then we will contact you, so please ensure that you provide your contact information and co-operate with our request for information, so that we can resolve the matter swiftly and efficiently.

If we have done something wrong, or made a mistake, then we will apologise. We will tell you what went wrong and how we are putting it right.

**Step Three:**

If you are not happy with the outcome of the above process, then you have the right of appeal.

To appeal the outcome, please contact Emma Tayler, Head of Governance & Business Support, through the previously identified channels.

If you have followed our feedback policy and remain dissatisfied with the result, then you may appeal the outcome. You will need to outline the complaint and stages reached so far, and the reasons why you are dissatisfied. Your appeal will be investigated by a member of TRP's Leadership Team who has not previously been involved in the process, and you will receive written notification of the outcome within 14 working days.

**Step Four:**

If you seek further resolution beyond the appeal process, you have the option to elevate your concern to the Charities Commission or Arts Council England, ensuring that your feedback receives the attention it deserves.

**Records**

Regardless of whether a complaint is dealt with informally or formally, accurate notes will be taken by the person(s) undertaking the investigation at each stage of the process. Negative experiences received and resolved informally will often be shared anonymously within our TRP House Reports, which are shared within TRP at the close of business every day.

Anonymous summary notes of any complaint will also be kept on the complaints file with a reference number, as this will assist TRP in the process of monitoring and learning from negative feedback.

If the feedback leads to any disciplinary action, or a referral to a statutory authority, then copies of the notes made during the investigation, along with a report of the investigation (together with any notes relating to the outcome) should be kept confidentially on the file of any person who is the subject of the complaint.

**Review**

This Policy will be reviewed after an initial 3 months and then every 12 months thereafter, or if any significant updates are required.