

Eltham Little Theatre Limited, (The Bob Hope Theatre)

## Complaints Procedure

The theatre aims to provide a good service for all its users. The theatre is run by volunteers who are committed to doing their best to achieve this.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the theatre.

### If you are not happy with some part of our service please tell us

- If you are unhappy about the service provided, please speak to a member of the theatre board of management
- If you are unhappy with the service provided during a performance please speak to the House Manager on duty at the time who will do his or her best to resolve the problem or will refer it to a member of the board of management
- If you are unhappy with an individual in the organisation sometimes it is best to speak to him or her directly. If you feel this is difficult or inappropriate then speak to a member of the theatre board

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within ten working days. Many complaints can be dealt with informally.

### Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chair at the address below. All written complaints will be logged. You will receive a written acknowledgement within 10 working days.

The aim is to investigate your complaint properly and give you a reply within 20 working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next Board of Management meeting, which will decide on any further steps to resolve the situation. If your complaint is about the Chair then you should contact the Hon Secretary.

Finally, please let us know if you are happy with our services.