



Complaints procedure

- Policy updated by Hannah Dunne 27 September 2022
- Next review date: 27 September 2023

If you have a complaint about us, we want to know, and we act efficiently to respond and, where we can, to put it right. We aim to deal with complaints fairly, professionally, and effectively, and ensure that all complaints are handled in a consistent manner. Confidentiality and discretion will be maintained, as far as is possible, to safeguard all parties.

Who can complain?

Anyone we engage with. This includes audiences, participants, freelancers, consultants, contractors, trainees, and other workers.

An employee wishing to make a complaint should follow the Company's standard grievance process.

How to complain

Many complaints can be resolved informally. In the first instance contact us on our direct number and/or via email. If you feel able, speak to the member of staff (or team) with whom you have had contact or ask to speak to the executive team, who will try to resolve the matter.

We understand that an informal complaint might be best handled in person, but please do keep a note of names or incidents so that we can handle your complaint effectively.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint. Please put your complaint in writing and send it to:

Executive Director

In writing: HighTide Theatre, 24a St John St, Barbican, London EC1M 4AY

Via phone: 020 7566 9765

Email: info@hightide.org.uk

Please title any email: *Confidential Complaint*

In the case that your complaint is in reference to the named recipient, please address to The Chair of the Board.

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days, and you may be contacted to obtain any additional information that we may require to help us resolve the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

If as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the outcome of your complaint outside of any disciplinary procedure.

If a criminal offence is alleged, then the police will be informed.

Can you take your complaint elsewhere?

You can contact the Charity Commission for further information on making complaints about a charity. Their details are:

Please follow the link and click on the procedure which best represents your area of complaint.

<https://www.gov.uk/complain-about-charity>