

# Slow Theatre Company

## Complaints Policy

When children, young people, parents, volunteers and staff are unhappy it is vital they are able to complain.

This procedure also links in with the 'whistleblowing' and handling allegations policies and procedures to ensure decisions are made appropriately, especially when the welfare of children/young people is implicated.

We will ensure any complaint will be taken seriously and referred to the group leader or manager

- If the complaint is about the leader or manager, it will be passed onto either their deputy/member of the management/Director as appropriate to the organisation
- The person making the complaint will receive written acknowledgement of their complaint within five working days including details of how it is being dealt with
- Within 30 working days the person making the complaint will receive resolution or details of what has happened so far
- If there are delays to resolving the issues the person making the complaint should be kept as fully informed as possible.
- There may be a need to identify a third party or higher authority to approach if the person making the complaint is unhappy with the outcome to their complaint
- At all times the welfare of the child is of the utmost importance

**Name:**

**Signed:**

**Organisation:**

**Date:**

**Date for review:**