



Heckington Players

## **Heckington Players Complaints Policy**

***Updated February 2025***

Heckington Players Amateur Dramatics Society (ADS), as a voluntary organisation, will take all practicable steps to ensure that our members, volunteers, third party contractors/organisations and audiences, are able to raise complaints and have them investigated appropriately.

We are committed to learning from these complaints and a culture that is receptive to adopting new practices and improving.

The key aims of this policy are to ensure that:

- This complaints policy is accessible to the public.
- Complaints are handled sensitively, thoroughly, and consistently
- Complaints are dealt with in an open, honest, caring, and transparent way.
- Complaints are recorded, acknowledged speedily, and resolved promptly.
- Complainants are treated with respect.
- We learn from complaints.

We appreciate that things do occasionally go wrong; if they do, please let us know so that we can put things right and learn from our mistakes.

Any complaints and related notes will be recorded in accordance with our Data Protection and Privacy Policy.

### **Making a complaint**

In the first instance complaints can be made via any of the following methods:

- Email: [secretary@heckingtonplayers.co.uk](mailto:secretary@heckingtonplayers.co.uk)
- On any Heckington Players ADS social media platform: should be encouraged to contact the group via email.
- In person during a performance, rehearsal, meeting or event and should be raised with a member of the Committee (depending on circumstances, contact details and follow up call/email may be required).

When you make a formal complaint please tell us:

- Clearly what happened and include the date, time and location, if it concerns an incident.
- Why you are making the complaint.
- What you would like us to do.
- Your full name, email address and contact phone number and how you would like us to contact you. And
- If appropriate, please send us any documents that support your complaint

Complaints will be forwarded to and initially dealt with by the appropriate member of the Heckington Players ADS Committee, most likely the Vice-Chair, Secretary or Treasurer as required.



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### **How we respond**

We will endeavour to deal with complaints promptly, but as we are a volunteer group we may take a little longer than a company with paid staff. You will receive a response as soon as possible from an appropriate member of the committee and we will keep you updated on progress at regular intervals, if required.

Please note that we cannot guarantee that complaints made on social media channels will be seen or responded to quickly as we do not have sufficient resources to monitor these

If you are not happy with the initial response you receive, you can ask for your complaint to be referred to another member of Committee, most likely the Chair.

### **If you are not satisfied with our response(s)**

You may be able to raise your concerns or escalate your complaint to specific agencies or organisations. For example, if your complaint relates to information under the Data Protection Act or GDPR (General Data Protection Regulation) and you are not happy with our response it may then be referred to the ICO (Information Commissioner's Office).

### **Anonymous complaints**

Anonymous complaints will be recorded and any facts available looked into. But, in doing so we will be mindful that anonymous complaints can sometimes be malicious. Everyone involved in our activities, even incidentally, has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.

Anyone wishing to complain is strongly encouraged to provide the information requested above and their contact details.

**Review date: *February 2027***