



Complaints Policy

With reference to complaints made to the Company from other organisations or from individuals outside of the company:

1. To bring any complaint made verbally or in writing to the attention of the Artistic Director.
2. For a member of the management team to respond within 48 hours of the complaint being made, assuring the complainant that full consideration will be given to the complaint.
3. To ensure the Board of Box Clever is informed of any complaints made to the company.
4. To ensure all the facts of the complaint are known before devising and agreeing a response with management.
5. To communicate directly the response with the complainant and to continue communication until the issue is resolved. The aim to seek resolution within 2 months of a complaint being made.

Should there be a grievance between the Company Member and Company, Company and the Company Member, the Company Member and another Company member, then the following procedure will be followed:

6. In the first instance the complaint should be made in writing to the Artistic Director who will reply within 7 days. In the instance that the grievance is with the Artistic Director, then the complaint should be made in writing to the Chair of the Board of Trustees.
7. Company Member meetings with the Artistic Director/Chair of the Board of Trustees will then be arranged for both parties.
8. The Artistic Director/ Chair of the Board of Trustees will then adjudicate upon the grievance and determine what further action, if any, will be taken.
9. If following this decision either party is not satisfied, they should appeal to the Board of Trustees who will refer the dispute to the Independent Theatre Council (ITC) for arbitration.