

## COMPLAINTS AND FEEDBACK PROCEDURE

### FEEDBACK

You may not want to make a complaint, but have ideas about how to make things better. We welcome suggestions about how we can improve what we do. Email the Duty Manager [wendy.barnett@chesterfieldstudios.co.uk](mailto:wendy.barnett@chesterfieldstudios.co.uk)

### COMPLAINTS

Chesterfield Studios aims to provide the best service that we can. Sometimes things go wrong. We want you to tell us if there is something you are not happy about as we will try to put things right.

#### Who can make a complaint?

You can make a complaint if you:

- Are a participant in a Chesterfield Studios class or group
- Are an audience member or a participant in a Chesterfield Studios Performance
- Have been refused a service or an opportunity to participate in a Chesterfield Studios event or activity
- Have a complaint in relation to the childcare register

#### Informal Complaint

If you are not happy with something at a Chesterfield Studios session, or at an event you can:

- In the first instance, talk to a member of staff. Explain your concern.
- Talk about what you think needs to change to make things better.
- If you are unhappy with how the person you speak to deals with what you say, or the outcome, you can make a formal complaint

#### Formal Complaint

You can make a formal complaint to the Artistic Director of Chesterfield Studios. Email

[Jonathan.francis@chesterfieldstudios.co.uk](mailto:Jonathan.francis@chesterfieldstudios.co.uk)

Telephone 01246 271540

When you write or speak to the Artistic Director about the issue that concerns you, he will take the following actions:

- Write down what you say and send a copy of this to you and/or respond within 48 hours of your initial contact.
- Address your concerns with the rest of the management team.
- Send a response within 20 days of being contacted.
- Send you a Formal Complaint Form to escalate your complaint to Board level if requested
- Ensure you receive the Board's determination in a formal response no more than one week after the next scheduled Board meeting.

NB: All formal complaints are written down and reported to the Chesterfield Studios Management Board.