



Complaints Policy

Reviewed and approved by:

Governance & Nominations Committee (sub-committee of the Full Board of Trustees) –
December 2025

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1. About This Policy

1.1. This policy sets out how to make a complaint to, and the procedure that will be followed by, Birmingham Repertory Theatre Limited (referred to as “The Rep”, “we”, “us”).

1.2. We are committed to maintaining high standards across all aspects of our work. Whilst we take great care to ensure that we provide all our services efficiently, courteously and to a high standard, we accept that concerns or complaints may be made. We welcome the opportunity to put things right for the person or organisation that has made a complaint and recognise complaints as a valuable tool in order to learn and continuously improve our ways of working.

1.3. Our aim is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To ensure people know how to contact us to make a complaint.
- To make sure everyone at The Rep knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To gather information that helps us to improve what we do.

2. Scope of policy

2.1. This policy applies to any external complaint about or in connection with The Rep; whether regarding an experience at our venue, our website, our social media channels, any telephone contact with us, in relation to any fundraising activity by us or on our behalf, or any other issue you wish to bring to our attention.

3. Definition of a complaint

3.1. For the purpose of this policy, a complaint is a formal expression of dissatisfaction – whether justified or not - about any aspect of The Rep or our work and which requires a full response or outcome.

3.2. We differentiate between a concern and a complaint. Concerns are usually issues which can be resolved in the first instance, often in real time, and without the need to use the formal complaints process. Our aim is to deal with concerns informally and as soon as possible. Raising issues at the time provides us with the opportunity to quickly put things right and avoid further concern or disappointment.

3.3. Concerns may be raised as follows:

3.3.1 For **performances or events**, a concern can be raised directly with the relevant member of staff, or the Duty Manager responsible, who will seek to resolve it directly.

3.3.2 For **ticketing or other general queries or issues**, in the first instance please contact our Box Office team directly at ticket.services@birmingham-rep.co.uk or 0121 236 4455.

3.4. If you are not happy with the response to a concern you have raised, and/or want to make a formal complaint, please follow the procedure below.

4. Who can complain

4.1. Complaints may come from any person or organisation who has a legitimate interest in The Rep, including: customers, participants, stakeholders and the general public.

5. How to make a formal complaint

5.1. If you're not satisfied with the response to a concern you have raised, or are not seeking an informal solution, you may pursue a formal complaint by using the contact details below:

Email: complaints@birmingham-rep.co.uk

By post: Complaints, Birmingham Rep, 6 Centenary Square, Birmingham, B1 2EP

5.2. You will need to tell us:

- what happened
- when it happened
- what you think went wrong
- how you think we should put it right
- any staff names, relevant booking reference numbers or documents.
- your full name, email address and contact phone number, including if you have any preference for how you receive any response.

5.3. If you wish to raise a complaint, please contact us within a month of the incident in question. If you delay any longer, it may affect our ability to consider your complaint. In some cases, a long delay will mean that we will not be able to consider the matter at all.

- 5.4. If someone is complaining on your behalf, we need you to tell us in writing that they are acting for you.
- 5.5. We will consider adjustments to our processes for people with protected characteristics such as hearing or sight impairments, language difficulties or other specific needs. If this applies in your case, please let us know what adjustments would assist you.

6. How we will deal with complaints

- 6.1. All formal complaints we receive will be logged and will be acknowledged within 5 working days.
- 6.2. Your complaint will be allocated to the relevant Director of Department where they have not previously been involved in the matter. Where they have, it will be allocated to an independent member of The Rep's Senior Leadership Team for consideration.
- 6.3. We aim to provide a full reply to all complaints within 14 working days. If we need longer, we will tell you why and when we expect to make further contact.
- 6.4. If your complaint is regarding a staff member or contracted worker and requires investigation, you will be informed that we are undertaking an investigation, and when the investigation is concluded. You will not be informed of the details of any subsequent internal proceedings (where relevant), which are confidential.
- 6.5. If you are dissatisfied with the outcome of your complaint, please let us know within 14 days. We will then refer the matter to the Chief Executive Officer. The CEO will review the response you received to ensure that:
 - all the issues you complained about were addressed
 - any shortfalls in our service were put right or, where that is not possible, action was taken to avoid a similar situation arising again
 - the outcome was explained clearly to you.
- 6.6. Where the complaint relates directly to the CEO, the matter will be considered by the Chair of the Board's Governance & Nominations Committee.
- 6.7. In exceptional circumstances it may be necessary for us to depart from the process in this policy. In such a case we will communicate to you why and how we will deal with your complaint.
- 6.8. Complaint information will be handled sensitively and confidentially in line with data protection legislation.

7. Complaints received via other means

7.1. We cannot guarantee that complaints made via our social media channels will be seen and responded to within the timescales set out in this policy. We will aim to acknowledge complaints made via these channels but will then deal with the complaint by email or writing and in accordance with the procedure under this policy.

7.2. Concerns or complaints received via audience surveys are not responded to directly and should be raised directly with The Rep in line with this policy.

8. Raising a complaint with authorities

8.1. We encourage you to contact us directly to resolve your complaint in the first instance, but you can contact the relevant regulatory body and make a complaint at any point.

- Complaints about charitable activities – The Rep is a registered charity. Serious complaints about our activity as a charity can be raised with the **Charity Commission** via their online complaints form at: <https://forms.charitycommission.gov.uk/raising-concerns/>
- Complaints about fundraising activities – Complaints about our fundraising activities can be raised with the **Fundraising Regulator** via their online form <https://www.fundraisingregulator.org.uk/complaints/make-complaint#what-is-your-complaint-about>
- Complaints about advertising – Complaints about the nature of our advertising or marketing can be raised with the **Advertising Standards Agency** via their website: <https://www.asa.org.uk/make-a-complaint.html>

9. Monitoring complaints

9.1. We will maintain a record of complaints for monitoring purposes. All information, following the resolution of complaint will be generalised in keeping with our confidentiality commitments and will be used, where appropriate, to inform reviews of wider policies and procedures.

10. Policy review

10.1. This policy is reviewed annually by the Governance & Nominations Committee on behalf of the Board of Trustees. Overall responsibility for this policy and its implementation lies with the Chief Executive Officer.

11. Policy version control

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| Policy author | Zoe Westwood, Head of Governance | Policy written date | November 2025 |
| Reviewed by | Rachael Thomas, CEO Sukhi Baden, Director of People | Review date | November 2025 |