



Papatango Theatre Company Ltd:
Complaints Procedure as of April 2019

Overview

We welcome all comments and feedback about the way we work. If you have a complaint or problem about us, we will aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way.

The aim of this procedure is to provide an efficient and robust complaints process. This applies to any complaint that may be raised in relation to any activity carried out by the company. It should be noted that this process is fully in line with the Fundraising Regulator (FR) and therefore also covers fundraising specific complaints. Every element of this process follows the principles and guidelines laid out in the company's separate policies on data protection, fundraising ethics, and safeguarding, and these should be consulted if relevant.

Papatango Theatre Company Ltd is committed to excellent service. We regard complaints as an opportunity to turn a negative experience for correspondents, users, partners or stakeholders into a positive one, as well as an opportunity to learn and to improve.

The context for our complaints procedures is effective care for our correspondents, users, partners or stakeholders, with regular dialogue and review. The purpose of our complaints handling procedures is to ensure that we:

- Listen and are responsive to people who raise an issue with us
- Respond swiftly and at a level close to the point of service delivery are fair and consistent
- Offer solutions and/or explanations
- Offer complainants recourse to someone more senior/more independent if they wish
- Ensure that staff who are mentioned in complaints receive support
- Respect confidentiality
- Record complaints consistently, and monitor what we record
- Use complaints positively as an opportunity for learning and improvement

In making a complaint we believe most people want:

- To be listened to
- To have the problem accepted as important
- To be offered a solution or explanation
- To have their distress acknowledged

- To be assured the same thing will not happen again

It is therefore essential that people raising a complaint are involved in discussing their concerns and in finding solutions. We will always treat your complaints seriously. We will always treat you politely and fairly.

How to Complain

Step 1 - Tell Us

You may send your complaint to us in any of the following ways:

- 1) If you wish to complain directly to Papatango's staff, please contact the producer Chris Foxon:
 - Phone: 07720768693
 - Email: chris@papatango.co.uk
 - Post: 3rd Floor, 31 Theoblads Road, London, WC1X 8SP
- 2) If you prefer not to contact the producer for any reason, then you may instead contact the artistic director George Turvey:
 - Phone: 07834958804
 - Email: george@papatango.co.uk
 - Post: 3rd Floor, 31 Theoblads Road, London, WC1X 8SP
- 3) If it is inappropriate to contact either the producer or the artistic director (i.e. because your complaint relates to them, or you suspect it would not be handled fairly for any reason), then you may contact any member of the board of trustees directly:
 - David Bond: david.bond@rwcmd.ac.uk
 - Sam Donovan: samd1411@hotmail.com
 - Nick Rogers: nick.r1@hotmail.co.uk

In the first instance, you should always contact the producer or the artistic director, as they will be more likely to have direct knowledge of the subject of the complaint and be better positioned to address it swiftly. Please only contact a member of the board if it would not be appropriate to go through either the producer or the artistic director.

Our aim is to ensure every complaint is acknowledged within 5 working days.

Step 2 – We will respond to your complaint

Your complaint will be fully investigated by a member of our team.

We will confirm the process or nature of our investigation within 10 working days starting from the date when the complaint was received, and will contact you to provide an explanation and indication of when a full response can be expected.

If you're happy with our response, we will make a record of the incident and ensure we learn from it.

Step 3 – If you're not happy with our response

If you are still not satisfied with our response, please let us know and the complaint will then be investigated by the full board of trustees. The chairperson of the board will write to you clearly setting out the outcome of their review and the rationale for their decision.

An acknowledgement will be sent in writing (within 10 working days of receiving your response) and an expected timescale for the review to be carried out will be given.

We will aim for the review to be completed within 30 working days of receiving your response. If an extension is necessary we will inform you of the reason and provide you with an update.

Step 4 – Taking your complaint outside of Papatango Theatre Company Ltd

In the event that you remain dissatisfied with the response you have received, you are entitled to take your complaint to an outside, independent adjudicator. For all general matters relating to the operation of the theatre company, please contact the Independent Theatre Council (www.itc-arts.org); for fundraising specific complaints, please contact the Fundraising Regulator (www.fundraisingregulator.org.uk).

The Independent Theatre Council is the management association for theatre's independent sector. It consists of a community of peers spread across the UK working in drama, dance, opera and musical theatre, mime and physical theatre, circus, puppetry, street arts and mixed media. ITC exists to enable the creation of high quality professional performing arts by supporting, representing and developing those who manage and produce it, and the ITC's team includes specialist lawyers and cultural leaders. Papatango Theatre Company Ltd are registered members of the ITC.

The Fundraising Regulator is the independent regulator of charitable fundraising. They were established following the cross-party review of fundraising self-regulation (2015) to strengthen the system of charity regulation and restore public trust in fundraising. They work with charities, suppliers and the wider charity sector to encourage commitment to and compliance with best practice in fundraising. They do this to help encourage the public to give with confidence to charity. They also listen to and help resolve complaints from the public about members of the Fundraising Regulator.

Papatango Theatre Company Ltd is committed to abide by any decision the ITC or the Fundraising Regulator reach on complaints which are escalated to them.