

THE GEORGIAN THEATRE (RICHMOND) TRUST

Fundraising Complaints Procedure

Fundraising Complaints Procedure

As a registered charity, the Georgian Theatre Royal raises funds to enable us to carry out our various responsibilities and activities. The purpose of this procedure is to enable people to support the work of the Theatre with confidence. 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 fundraising complaints process in line with the Fundraising Regulator.

The Georgian Theatre (Richmond) Trust is committed to excellent customer service. We regard complaints as an opportunity to turn a negative experience for a customer or service user into a positive one, as well as an opportunity to learn and to improve. The purpose of our complaints handling procedure 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
- Monitor what we record

How to Complain

Step 1 – Tell us

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

- Telephone the office: 01748 823710
- Email the office: admin@georgiantheatreroyal.co.uk
- Email the CEO: clare.allen@georgiantheatreroyal.co.uk
- Post: The Georgian Theatre Royal, Victoria Road, Richmond, North Yorkshire, DL10 4DW

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

Step 2 – We will respond to your complaint

Your complaint will be fully investigated by the CEO and/or a Trustee.

The outcome of our investigation will be provided within 10 working days starting from the date when the complaint was received. If it is not possible to give a full response within the timescale, we will contact you to provide an explanation and indication of when a full response can be expected (within a further 10 working days).

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Step 3 – If you are not happy with our response

If you are still not satisfied with our response, please let us know and this will be further investigated by a different trustee and/or The Chair of the Board of Trustees within 25 working days. The findings of this review will be detailed in writing to you, including the rationale for the decision. 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 The Georgian Theatre (Richmond) Trust

In the event that you remain dissatisfied with the response you have received, you are entitled to take your complaint to the Fundraising Regulator (<https://www.fundraisingregulator.org.uk>). The Fundraising Regulator is the independent self-regulatory body for UK 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.

Fundraising Regulator

2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

<https://www.fundraisingregulator.org.uk>

Telephone: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk