

BROS

THEATRE COMPANY

COMPLAINTS POLICY AND PROCEDURE

Updated and approved December 2025

BROS TC strives to be excellent in all that we do but we recognise that this cannot always be the case. When we make a mistake we want and need to be informed. We will use the information to endeavour to put things right and to help us to become more effective.

The following complaints policy and procedure sets out how we will approach any complaints made about us.

Complaints Policy

1. A complaint can be made by any individual or organisation who wishes to report dissatisfaction about the standards of practice, action or lack of action by BROS TC members, Committee, Trustees, or anybody directly involved in the delivery of our work.
2. We aim to resolve complaints within 14 working days. Where this is not possible the complainant will receive an update from the Chair within 14 working days on progress made to date and when they can expect to receive the outcome. Complaints regarding the safety of children or vulnerable adults will be handled under the Serious Incident Policy, and where necessary, referred to the Police.
3. Complainants who have launched a complaint and who are dissatisfied with BROS TC's response to that complaint have the right to appeal. The appeals process is described in the procedure below.
4. Everyone who makes a complaint will be treated with courtesy and respect. In return, we expect people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass Trustees or volunteers, behave abusively or unreasonably pursue complaints, we reserve the right to withdraw or modify our complaints procedure.
5. All complaints will be handled with strict confidentiality and will be revealed only to those who need to know in order to fully investigate. We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of the Committee in order that we learn from what we do and how we do it. This information will not necessarily be available to the public.

How to make a complaint

You can make a complaint to BROS TC by emailing to: chair@brostc.org. If the complaint is about the chair please email president@brostc.org.

How we will investigate and respond

1. Informal resolution. We will acknowledge your complaint within 3 working days and the Chair or Deputy Chair will contact you to speak to you about the matter and see if it can be resolved. This conversation will be followed up in writing, in which you accept our understanding of the conversation and if you believe it to be resolved.
2. Formal investigation. If you still wish to pursue the complaint, within 14 days of receiving a complaint we will send you either:
 - a. A final response which addresses the complaint; or
 - b. A response which explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response.

During this time we will assess your complaint to determine the best way to deal with it and identify the issues to be investigated. An investigation will be undertaken by a Trustee of BROS TC who is independent from the issues being raised. We may need to contact you during this time and your cooperation will be important in order to complete the investigation.

Once the investigation has been completed and the appropriate response and action agreed, we will respond to the complainant with the following information:

1. A written response describing the details of the complaint
2. Comments addressing each of the violations alleged in the complaint
3. Explain the investigations undertaken to consider the complaint
4. State the findings resulting from the investigation
5. Explain any improvements made as a result of the complaint via a lessons learned review.

Appeal Process

If you remain dissatisfied with the outcome of the decisions regarding your complaint, you can appeal the complaint decision.

If you wish to appeal the outcome of the decision you should do so in writing to the Chair at the email address above, setting out briefly the nature of the complaint/appeal and a statement as to why you remain dissatisfied.

The Chair will review all the information held relating to your complaint and will consult with the Committee to review actions internally.

Once the internal review is complete, you will be informed what the decision is and if you are still unsatisfied, what the external appeal options are.

External bodies that you may consider referring to include:

- If the relates to our fundraising activities, and you are unhappy with our final response, you can refer your complaint to the **the Fundraising Regulator**
- If you have a serious complaint regarding another area of our work and do not feel completely satisfied by our response you can raise a complaint with **the Charity Commission**