

Theatre Club Kids (TCK) - Complaints Procedure



While we hope that we provide a good service to all our customers, sometimes we may get it wrong and we would like to hear from you if you are not satisfied with any aspect of our service. This document explains our complaints procedure which is accessible to all our customers on an equal basis. Our approach will try to put things right quickly. Making a complaint will not affect the level of service you receive from Theatre Kids.

Stages in our complaints procedure

Stage 1

Contact the member of staff you first dealt with either in person or by letter. If the complaint is in writing, we will inform you that we have received it within three days. The member of staff will investigate your complaint with the aim to settle the complaint as soon as possible. Please tell us how you would like to be contacted to receive our response.

In most cases you will receive a full reply to your complaint within ten days

Stage 2

If you are dissatisfied with the response you receive from the member of staff, you may ask to speak to the manager of Theatre Club Kids (Rita Cooper) She may be contacted by email at hello@theatreclub.kids.

Please put in writing

- what happened
- when it happened – time and date
- Who dealt with you
- What would you like us to do to put it right.

Stage 3

If you are still not happy, we may ask you to attend a meeting with the manager and the member of staff who first dealt with the complaint. We will send you a written record of the meeting and any decisions made. This meeting will take place within ten days of it being requested.

We sincerely hope that these procedures will allow any complaint to be resolved. We are committed to equal opportunities and take complaints about discrimination seriously.

These procedures will be reviewed annually.

Signed:

Jess Fricker - 1st September 2025