



## Complaints Procedure

This document provides guidelines for resolution and the treatment of complaints made by our customers. Admin staff are responsible for reviewing the policy below.

### **1. Policy Statement**

At Revolution Performing Arts, we believe that if a customer wishes to file a complaint, it should be easy to do so. It is Revolution Performing Arts' policy to receive complaints and consider them as an opportunity to learn, adapt and improve service.

### **2. Purpose**

This policy is intended to ensure that Revolution Performing Arts handles complaints fairly and effectively. RPA's objective is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and worries are listened to and acted upon promptly.

Our complaint management system aims to:

- Allows us to respond to questions raised by people who file complaints in a timely manner.
- Increase customer confidence in our administrative process.
- Provide information that we can use to improve the quality of our services.

This policy provides guidance for our staff and for individuals who wish to file a complaint about the key principles and concepts of our complaint management system.



### **3. Scope**

This policy applies to all staff receiving or managing complaints from customers made to or about us, regarding our services, staff, and complaint handling.

### **4. What is a Complaint?**

A complaint is any expression of dissatisfaction about the services offered by Revolution Performing Arts, or the staff or lack of action taken regarding operations, facilities or services provided by Revolution Performing Arts or by a person acting on behalf of Revolution Performing Arts.

A formal complaint means a complaint that has not been successfully resolved through the Complaint Management Process as outlined in this policy. The complainant has chosen to formalize the complaint by completing a complaint email.

An informal complaint means a complaint that has been received by Revolution Performing Arts, by telephone or in person, which has not been submitted via email.

All non-anonymous complaints filed necessitate a response.

### **5. Complaint Management System**

#### **a) Oral Complaints**

- Revolution Performing Arts employees who receive a verbal complaint should try to resolve the issue immediately if possible. If staff cannot resolve the problem immediately, they should offer to refer to the Complaint Manager (Emma) for resolution. The Complaints Manager (Emma) will be the named person who deals with complaints through the process. When staff or managers receive an oral complaint, both should listen sincerely to the



concerns raised by the complainant. Any contact with the complainant must be polite, courteous, and sympathetic. At all times, staff and managers must remain calm and respectful.

- After discussing the problem, each manager or staff member handling the complaint should suggest an action plan to resolve the complaint. If this action plan is acceptable, the staff members should clarify the agreement with the complainant and agree on a way in which the results of the complaint will be communicated to the complainant.
- If the proposed action plan is not acceptable to the complainant, the staff member or manager should ask the complainant to make their complaint in writing to Revolution Performing Arts and provide a copy of the procedure.

#### **b) Written Complaint**

- When a complaint is received in writing it must be forwarded to the designated Complaint Manager (Emma), who must send an acknowledgement of receipt in a timely manner in order to establish a relationship of confidence with the person who filed the complaint.
- If necessary, further clarification should be obtained from the complainant. If the complaint is not made by the customer but on their behalf, the customer's consent, preferably in writing, must be obtained in advance from the customer.
- After receiving the complaint email, a copy of the complaint procedure must be given to the customer. Clearly explain to the complainant the complaint process, the time it can take and realistic expectations.
- Immediately on receipt of the complaint Revolution Performing Arts should launch an investigation and within 2 days should be in a position to provide a



full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.