

Complaints Policy and Handling Procedure

Park Street Performing Arts Centre

1. Purpose

At Park Street Performing Arts Centre, we strive to deliver a professional, respectful, and inclusive experience for everyone involved with our work — whether as an audience member, artist, contractor, participant, volunteer, staff member, or partner.

We welcome feedback of all kinds and are committed to resolving complaints fairly, promptly, and transparently.

2. Scope

This policy applies to:

- Members of the public (audiences, participants)
- Employees, trustees, and volunteers
- Freelancers and contracted service providers
- Partner organisations, funders, and collaborators

You can raise a complaint if you feel:

- You've been treated unfairly, unprofessionally, or disrespectfully
 - Health and safety, safeguarding, or access needs were neglected
 - Our services or facilities failed to meet reasonable standards
 - You experienced harassment, bullying, or discrimination
 - Communication or behaviour from our staff or representatives was inappropriate
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3. Our Commitments

We will:

- Handle all complaints fairly, confidentially, and without bias
- Treat complainants with respect and dignity
- Investigate complaints thoroughly and proportionately
- Provide a timely and clear response
- Use learning from complaints to improve our work

We will not tolerate abusive, discriminatory, or malicious complaints.

4. Informal Complaints

We encourage complaints to be raised informally where possible.

- Raise the issue with a relevant member of staff or manager at the time
- Often, a simple conversation or clarification can resolve the concern

If you do not feel comfortable doing this, or the issue is serious, you may follow the formal process.

5. Formal Complaints Procedure

Step 1: Submit Your Complaint

Please submit your complaint in writing by:

- Emailing: **pspac.management@gmail.com**
- Or writing to: **The Management Team, Park Street Performing Arts Centre, 29 Park Street, Hull, HU2 8RR**

Include:

- Your name and contact details
- A description of the issue, including relevant dates, names, and context
- Any supporting evidence (emails, photos, witness accounts)
- What outcome or resolution you are seeking

Anonymous complaints will be considered at our discretion, especially where safeguarding or public safety is involved.

Step 2: Acknowledgement

We will acknowledge your complaint within **5 working days** from receipt and explain the next steps.

Step 3: Investigation

- A senior staff member or designated trustee will lead the investigation
- Both the complainant and any individuals involved will be interviewed or asked for written statements
- The investigation will be fair, confidential, and completed within **15 working days** where possible

Step 4: Outcome

You will receive a written outcome, which may include:

- An explanation, apology, or action taken
 - Corrective steps (e.g. training, procedure changes)
 - In rare cases, disciplinary action or referral to external authorities
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6. Appeals Process

If you are not satisfied with the outcome:

- You may appeal in writing to the **Chair of Trustees** within **10 working days** of the decision
 - A trustee panel not previously involved will review your case
 - A final decision will be communicated within **15 working days**
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7. Safeguarding & Serious Incidents

If a complaint raises a safeguarding concern, it will be escalated to our **Designated Safeguarding Lead** immediately and reported to the appropriate authorities (e.g. local authority, Charity Commission, or police) if required.

8. Confidentiality

We will maintain confidentiality throughout the process. Information will only be shared with those involved in handling or investigating the complaint.

9. Protection from Retaliation

No one will be penalised or disadvantaged for making a complaint or raising concerns in good faith. Retaliation will not be tolerated and will be treated as a serious disciplinary matter.

10. Monitoring & Review

- Complaints are recorded and monitored by management
 - The Board of Trustees reviews trends and lessons annually
 - This policy will be reviewed every **12 months**, or sooner if required by law or significant change
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Approved by Board of Trustees and Management Team: September 2025
Next Review Date: August 2026