**CUSTOMER COMPLAINTS PROCEDURE**

**PLEASE ASK IF YOU WOULD LIKE THIS PROCEDURE IN A DIFFERENT FORMAT**

**1 INTRODUCTION**

We value our good relationships with customers and aim to deal with any complaints or concerns sensitively. Please, in the first instance:

* talk to us informally about concerns or levels of service:
* use our feedback mechanisms

**2 MAKING COMPLAINTS**

In case you have to make a complaint, we aim to:

* resolve issues informally wherever possible:
* address issues thoroughly and as speedily as possible, and tell you when you can expect a reply at all stages of the process:
* carry out a full, fair and proportionate investigation and give you a reasonable response:
* feedback issues into our systems to contribute to improvements in services:

**3 SCOPE OF THIS COMPLAINTS PROCEDURE**

3.1 This procedure is for participants and visitors and those who use the commercial facilities of Trinity Laban, including:

* the Laban Theatre;
* the commercial facilities of Trinity Laban Health
* Public Engagement activities
* Ticketed performances and events held on site at King Charles Court and the Laban building

3.2 There are separate procedures for staff, and for students and applicants for taught and research, Higher Education courses or on pre-HE courses that are publicly funded or that lead to a formal qualification.

4 **STAGE ONE: INFORMAL RESOLUTION**

4.1 You can most easily resolve complaints by raising them when the problem occurs and with those directly involved; please talk directly to a member of staff or the supervisor/manager.

4.2 In case the complaint cannot be resolved at this stage, the member of staff or the Supervisor /manager should then refer the complaint for formal resolution under Stage two.

5 **STAGE TWO: FORMAL RESOLUTION**

If you have been unable to resolve your complaint informally you should send a completed complaints form (Appendix 1) with details of the issue, including the date, the event and the nature of the complaint to the relevant Head of department.

Complaints forms are available from [LJ.Cook@trinitylaban.ac.uk](mailto:LJ.Cook@trinitylaban.ac.uk) or the Trinity Laban website by clicking on the following link: INSERT LINK

* For **Children and Young Peoples Dance activities** send your complete complaint form to the Head of Children and Young People’s Dance Programmes ([L.Aldridge@trinitylaban.ac.uk](mailto:L.Aldridge@trinitylaban.ac.uk))
* For **Children and Young People’s Music activities** send your complete complaint form to the Head of Children and Young People’s Music Programmes ([T.Estell@trinitylaban.ac.uk](mailto:T.Estell@trinitylaban.ac.uk))
* For **Community activities and Artist Development** Programmes send your complete complaint form to the Head of Community and Artist Development ([J.Wilson@trinitylaban.ac.uk](mailto:J.Wilson@trinitylaban.ac.uk))
* For **Events, performances, customer services related or anything else not covered above s**end your complete complaint form to the Head of Customer Services and Events ([LJ.Cook@trinitylaban.ac.uk](mailto:LJ.Cook@trinitylaban.ac.uk))

The Head of Department will acknowledge the complaint in writing and if applicable forward to the appropriate Head of Service to investigate the issues raised. The Head of Department will normally respond to you, in writing, within fifteen working days, explaining what action – if any – will be taken. The Head of Department will keep you informed in case any extension to the timescale is required to allow the investigation of the complaint. The Head of Service will send a copy of the response to the appropriate Director at Trinity Laban for information and to allow the monitoring of complaints across the Institution.

6 **STAGE 3: REVIEW OF COMPLAINT**

6.1 If you do not feel your complaint has been dealt with satisfactorily at Stage two, you may request a review of the decision. A review form is available online at Appendix 2 or by emailing the Director of Strategy and Business Operations [j.peel@trinitylaban.ac.uk](mailto:j.peel@trinitylaban.ac.uk) , along with the complaint form and a copy of the response received from the first stage.

6.2 The Director of Strategy and Business Operations will report the matter to the Principal who will consider whether any further action or investigation is required.

The Director of Strategy and Business Operations will normally reply to the complainant within fifteen working days, explaining what action – if any – will be taken. You will kept informed in case any extension to the timescale is required.

**ADDITIONAL NOTES**

1 **CONFIDENTIALITY**

1.1 As far as practicable, we shall preserve confidentiality in the investigation of a complaint. We cannot, however, normally investigate complaints made anonymously, since complaints

require detailed investigation.

1.2 Copies of correspondence and the accompanying documents will be available to the investigator of the complaint and possibly also to staff assisting or providing information for the investigation. We shall bear in mind the need to protect the interests of any staff or students who may be the subject of a complaint. In case a complaint refers to an individual rather than the Institution, the member of staff or student has the right to be informed and represented, and to respond before conclusions are reached.

2 **MONITORING OF COMPLAINTS**

2.1 We are interested to learn from feedback received through all routes, including the complaints procedure. Trinity Laban will maintain a log of complaints, and the Principal and the Board of Governors will receive an annual report on the issues and how they have been addressed.

|  |  |
| --- | --- |
| **For Office Use Only** | |
| **REF:** |  |

## APPENDIX 1

## FORMAL COMPLAINTS FORM

## This form may be completed electronically or handwritten (please use additional pages as required)

Completed forms should be returned, marked **CONFIDENTIA**L, along with all documentary evidence, to the Head of Customer Services [LJ.Cook@trinitylaban.ac.uk](mailto:LJ.Cook@trinitylaban.ac.uk)

|  |  |
| --- | --- |
| **1. Personal Details** | |
| **Name**: | |
| **Address** *(where you can be contacted over the next six weeks):* | **Telephone Number**: |
| **2. Complaints details:**  Please state the nature of your complaint and give further details *(use a separate sheet if necessary).* Please give exact dates/times and location of incident(s) wherever possible. Retrospective complaints (two calendar months after the event) will not be considered. | |
| **3. What documentary evidence do you have to support your complaint?**  ***(please give details below and enclose the evidence with this form)*** | |
| **4. From your point of view, what would be the desired outcome of your complaint?** | |
| **5. What prevented the complaint being resolved informally?** | |
| **6. Who else have you discussed this complaint with?** (e.g. staff or members of the Students’ Union) Name Department Has advice been given and have you acted on that advice? | |
| **7. Can you suggest any action which will prevent this situation from recurring?** | |
| **8. Equal Opportunities Monitoring**  Trinity Laban applies an Equality Opportunities policy and the following information is required for monitoring purposes. All information will be treated as confidential.  **Ethnic Origin** – please indicate your ethnic origin (tick as appropriate):  White  Chinese  Black or Black British – Caribbean  Other Asian background  Black or Black British – African  Mixed – White and Black Caribbean  Other Black Background  Mixed – White and Black African  Asian or Asian British – Indian  Mixed – White and Asian  Asian or Asian British – Pakistani  Other Mixed background  Asian or Asian British – Bangladeshi  Other Ethnic background | |
| **9. Declaration**  I declare that the information given in this formal complaints form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.  I also agree (in accordance with the General Data Protection Act 2018 ) to this form being held on file by Trinity Laban.  **Signed**:  **Date**: | |

Completed forms should be returned, marked CONFIDENTIAL, along with all documentary evidence, to the Head of Customer Services [LJ.Cook@trinitylaban.ac.uk](mailto:LJ.Cook@trinitylaban.ac.uk) or to:

L J Cook

Head of Customer Services

Trinity Laban

King Charles Court

Old Royal Naval College

Greenwich SE10 9JF

|  |  |
| --- | --- |
| **For staff only use** | |
| **REF:** |  |

APPENDIX 2

## FORMAL COMPLAINTS - REQUEST FOR REVIEW FORM

## This form may be completed electronically or handwritten (please use additional pages as required)

|  |  |
| --- | --- |
| **1. Personal Details** | |
| **Name:**  **Address:** | **Telephone Number**: |
| **2.Complaint details** | |
| **Reference No. of Complaint:** REF:  ***(Please ensure a copy of the Formal Complaint Form is attached)*** | |
| Please state why you consider the outcome of the formal complaint process was not satisfactory. | |
| **Signed**:  **Date**: | |

Completed forms should be returned, marked CONFIDENTIAL, along with all documentary evidence, to:

The Director of Strategy and Business Operations

[j.peel@trinitylaban.ac.uk](mailto:j.peel@trinitylaban.ac.uk)

Trinity Laban Conservatoire of Music and Dance

Old Royal Naval College

Greenwich SE10 9JF

who will acknowledge receipt.