**Jam Youth Theatre**

**Complaints Policy**

**Introduction**

JAM YOUTH THEATRE is committed to fairness and transparency, and we recognise that there will be occasions where a customer may wish to lodge a complaint against our services. This policy sets out the procedures by which a customer may lodge a complaint against our services or procedures. Some issues may be able to be resolved via an informal query, and customers are welcome to explore their concern informally with JAM YOUTH THEATRE staff in the first instance. However, the following procedures are designed to be followed where a customer wishes to pursue a formal complaint.

For informal queries, customers should speak with their child’s class teacher.

To submit a formal complaint please put the details in writing and email to STACEY’S EMAIL

**Discrimination: Declaration of intent**

No customer will be treated less favourably or with discrimination as a result of lodging a complaint under these procedures. However, where JAM YOUTH THEATRE deems that an appeal or complaint has been made in bad faith, or is frivolous or vexatious, we reserve the right to terminate consideration of the complaint immediately. Applicants will be informed in writing of the decision to terminate consideration of a complaint, including the reasons why.

**Confidentiality and Data Protection**

Any complaint received under these procedures will be treated confidentially, and only personnel requisite to the consideration and/or resolution of the complaint will be made party to it. Your personal information will be processed in accordance with the Data Protection Act 1998, and the General Data Protection Regulations (GDPR), and JAM YOUTH THEATRE’s own policies on data protection and data processing. We will only share your data with third parties in accordance with our policy on data protection where the law either requires or allows us to do so or where we have your express consent.

**Outcomes**

It is important that we understand a customer’s desired outcome(s) of a complaint, and careful consideration will be given to the feasibility and propriety of these in the event of a successful complaint. However, where a complaint is upheld, the investigating officer/reviewer will determine the most appropriate outcome; this may not necessarily be the desired outcome expressed by the applicant.

After carrying out the review, and taking all relevant facts into consideration, the investigating officer/reviewer will determine whether to uphold the complaint. They will provide the customer with a reasoned decision in writing for her/his findings, and where appropriate will offer a remedy and/or make recommendations in respect of changes to internal processes and procedures in response to your complaint. Investigating officers and reviewers have the discretion to determine the most appropriate outcome(s) following consideration and/or review. However, there may be occasions where a complaint is upheld, but JAM YOUTH THEATRE is nevertheless not satisfied that the customer is suitable for continuing with services. In this event, other appropriate resolutions will be sought, which may in exceptional circumstances include refund of fees where it is deemed appropriate by JAM YOUTH THEATRE to do so. The reasons why the customer is not considered suitable will be communicated in the Outcome letter.

**Timescales**

A complaint should be lodged normally within 28 days of the incident occurring. Complaints received outside of this timeframe will not normally be accepted, and will only be considered in exceptional circumstances (e.g. where a customer can demonstrate to the satisfaction of JAM YOUTH THEATRE that there are valid reasons why they were unable to meet the normal timescale for submitting an appeal or complaint), at the discretion of the Director.

An outcome letter will be sent to the customer, normally within 28 days of the date of receipt of the complaint.

Whilst JAM YOUTH THEATRE will endeavour to ensure that the above timescales are adhered to for responding, there may be occasions where the investigation of a complaint prevents the timescale from being met, including requiring further information from the applicant. In this instance, the customer will be kept updated as to the status of their complaint as necessary.

**Eligibility**

A complaint should normally be made by the customer or their parent or guardian. Complaints that are made anonymously under this complaints procedure will not normally be considered under any circumstances.

**External Advice**

Once a complaint has exhausted the procedure, there are no further internal mechanisms for a complaint to be considered. Should you wish to take your complaint further you are advised to consult your local Citizens Advice Bureau for advice on the legal avenues open to you.