

CIRCOMEDIA COMPLAINTS POLICY

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This policy will be reviewed and ratified at least annually and/or following any updates to national and local guidance.

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Introduction

Circomedia is committed to providing positive circus experiences to all of its stakeholders, including its audiences, students, visiting companies and Youth Circus groups. We recognise that there may be occasions when individuals or groups wish to express dissatisfaction or make complaints about Circomedia. This policy aims to provide clear guidelines on how complaints will be handled, ensuring they are dealt with promptly, fairly, and effectively.

Whilst we would always hope to be able to address any concerns promptly and informally where possible, we recognise that in some cases a formal procedure may be needed.

Scope

This policy is for use by anyone, including members of the public, who feel they need to make a complaint. Unless complaints are managed under separate statutory procedures (e.g. appeals relating to admissions, student complaints, etc.), Circomedia will follow this procedure.

Making a Complaint

All complaints should be sent to the HR Team. This can be done by:

- emailing Rebecca, HR Specialist, at rebeccal@circomedia.com;
- writing to *The HR Team, Circomedia, Kingswood Estate, Britannia Road, Bristol, BS15 8DB*; or
- calling the main office number on +44117 947 7288 and asking to speak with a member of the HR team.

Complaints should be raised as soon as possible after the incident has occurred. This must be within three months of the incident (or, where a series of associated incidents have occurred, within three months of the most recent of these incidents), otherwise they may only be investigated by Circomedia in exceptional circumstances.

We recognise that raising a complaint can be a stressful and difficult process and to keep to the following principles, Circomedia is committed to:

- providing any complainant full opportunity to state their case;
- where an investigation is warranted, conducting an investigation thoroughly and impartially and being transparent, where possible and in keeping with data protection laws and safeguarding obligations, with any complainant regarding the investigation process; and
- sharing the outcome and any subsequent actions taken with the complainant, in keeping with data protection laws and safeguarding obligations.

Your personal data may be collected as part of this procedure and will be held securely and processed in accordance with our Privacy Policy.

Procedure

Acknowledgement

Upon receipt of your complaint, you will receive acknowledgement from Circomedia. This will usually be within two business days, however may be longer if during busy periods and/or holiday periods (including Christmas and Easter).

Investigation

Complaints will be investigated thoroughly and impartially by our designated complaints handling team. This team will comprise individuals who are not directly involved in the matter being raised and team members will be allocated on an ad hoc basis, depending on the nature of the complaint.

Resolution

Circomedia aims to resolve complaints within 10 working days of the acknowledgement, however it may exceed this timeframe depending on the complexity of the complaint, the scope of the investigation, and the date the complaint was received. If further investigation is required, we will keep the complainant informed of the progress along with expected resolution timeframes.

Escalation

If the complainant is dissatisfied with the initial response, they may request that the complaint be escalated. The matter will be reviewed by a senior member of staff not previously involved in the complaint (this may include a member, or members, of the Board of Trustees).

In the case of escalation, the complainant will be updated with the next steps and expected resolution timeframes.

Confidentiality and Fair Treatment

All complaints will be handled with the strictest confidentiality, and information will only be shared with those involved in the investigation and resolution process.

In some cases, some information will be withheld or anonymised by Circomedia where sharing such information would be in breach of our data protection and safeguarding obligations and standards.

Circomedia is committed to treating all complainants fairly and respectfully, regardless of the nature of their complaint.