



THE POLY COMPLAINTS POLICY

The Poly views complaints as an opportunity to learn and improve the business, improve the customer experience for the future, and a chance to put things right for the person (or organisation) who has made the complaint.

Our policy is:

- To provide a fair and clear complaints procedure that is easy to use for anyone wishing to make a complaint.

- To publish our complaints procedure so that people know how to contact us to make a complaint.

- To make sure everyone at The Poly knows how to handle a complaint should one be received.

- To make sure all complaints are investigated fairly and in a timely way.

- To make sure that complaints are, wherever possible, resolved in a manner agreeable to both parties.

- To gather information which helps us to improve our business for the future.

Definition of a Complaint

A complaint is a statement that something is unsatisfactory or unacceptable, whether justified or not, about any aspect of The Poly.

Where Complaints come from

Complaints may come from any person or organisation who has a legitimate interest in the business or operations of The Poly. A complaint may be received verbally, by telephone, by email, or in writing.

Confidentiality

All of the complaint information will be handled in line with The Data Protection Act 2018. Only those directly involved in the complaint who need to access the information in order to deal with the issue will be able to obtain the relevant confidential information.

Responsibility

Ultimate responsibility for this policy and its implementation lies with the Executive Team.

Review

This policy is reviewed annually by the Executive Team and is updated as required. This policy was last updated in December 2023.

Your Complaint

Our aim is deal with all complaints as soon as possible. We hope that many complaints can be resolved informally. In the first instance please contact us and, if you feel able, speak to the member of staff with whom you have had contact or ask to speak to the General Manager, who will try to resolve the matter.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint. Please put your complaint in writing and send it to our General Manager:

Post The Poly, 24 Church Street, Falmouth TR11 3EG

Email info@thepoly.org

Telephone 01326 319461

If you wish to make a formal complaint you must include the following information:

Describe clearly what happened – please include the date, time and location of the incident.

Tell us why you are making a complaint.

Tell us what you would like us to do.

Please provide your full name, email address, postal address and contact phone number.

Tell us how you would prefer us to contact you.

If appropriate, please send us any documents that support your complaint.

You will receive acknowledgement of your complaint within 5 working days, and you may be contacted to obtain any additional information that we may require to help us resolve the complaint. You will provide such further information to The Kings Theatre Limited on a timely basis and failure to do this may result in your complaint not progressing.

We will do our best to provide a response to your complaint within 28 working days of its receipt.

If it is alleged or believed that a criminal offence has occurred, the police will be informed.

Complaints made via our social media channels will not be answered or responded to.