Hitchin Thespians, Woodside Hall, Walsworth Road, Hitchin, SG4 9SP
A charity registered in England & Wales, no. 1005332

Complaints Policy

Policy date: 5 October 2026 (v1)

Purpose and scope of this policy

Hitchin Thespians ('The society' or 'we') tries to have high standards for everything we do but we recognise that this is not always possible. We take complaints seriously, and when we make a mistake, we want to know about it and do our best to put it right.

Complaints may come from any individual or organisation that has contacted us or participated in Society activities. They may be received verbally, by phone, by email, or in writing.

We will:

- Provide you with a fair, clear and easy to use complaints procedure if you wish to make a complaint or report a concern;
- Publicise our procedure so everyone knows how to contact us and what to expect;
- Ensure that everyone at the Society knows what to do if we receive a complaint;
- Investigate complaints fairly and promptly, ensuring they are addressed wherever possible; and
- Record complaints in a Complaints Log and monitor them to help us improve what we do.

Confidentiality

Complaints will be treated confidentially. Information will be handled sensitively in accordance with applicable data protection law, including the UK GDPR and Data Protection Act 2018. Only those directly involved in the complaint process who need to access the information will have access to relevant confidential information.

Responsibility

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Complaints Policy

Overall responsibility for this Policy and its implementation lies with our Committee, who will review it regularly and update it as required.

Complaints Policy

How to complain

In many cases, a problem is best resolved by the person responsible for the issue being complained about. They may resolve it quickly and should do so if possible and appropriate. If you feel able, you may raise your concern informally with the person responsible for the activity or a Committee member.

If you are not satisfied or wish to raise a formal complaint, please put it in writing and send it to:

By email (our preferred method):
secretary@hitchinthespians.org.uk

By post:
The Secretary
Woodside Hall
Walsworth Road
Hitchin
SG4 9SP

Alternatively, complaints may be addressed to The Chair:
chair@hitchinthespians.org.uk
Or at the same postal address as above.

When you make a formal complaint please tell us:

Clearly what happened and include the date, time and location, if it concerns an incident;

- Why you are making the complaint;
- What you would like us to do;
- Your full name, email address and contact phone number and how you would like us to contact you; and
- If appropriate, please send us any documents that support your complaint.

Complaints Policy

What will we do once we receive your complaint or concern?

We will acknowledge complaints received by email within 7 days. Please note that post is collected less frequently and postal complaints may therefore take longer to acknowledge. We may ask you for further information to help us to resolve the matter.

We will carefully consider and record your complaint.

We aim to provide a substantive response within 60 days of receiving your complaint. Where this is not possible, for example because further investigation or consideration by the Committee is required, we will let you know and provide an update.

We will investigate appropriately and thoroughly.

If we can resolve the issue, we will take action and tell you what that action is, so far as we are able to do so.

Where a complaint concerns the Secretary or another person who would normally handle the complaint, it will be referred to another Committee member who is not directly involved, wherever possible. Where a complaint concerns the Committee collectively, the Committee will determine how it should be handled, taking appropriate steps to manage any conflicts of interest and seeking external advice or assistance where appropriate.

If you believe your complaint has not been handled fairly, you may ask the Committee to review the handling of the complaint.

Lastly, we will take steps to avoid a repeat occurrence and/or to improve our activities.

At all times, we will treat you with understanding, patience and respect. All we ask is that you do the same in return.

Please note that we cannot guarantee that complaints made on social media channels will be seen or responded to within the above timescales as we do not have sufficient resources to monitor these.

Complaints Policy

Safeguarding complaints

Any complaint that contains safeguarding concerns will be dealt with in accordance with our Safeguarding Policy and safeguarding procedures will take precedence over this complaints procedure where appropriate.

Anonymous complaints

Anonymous complaints will be considered where sufficient information is available, although our ability to investigate or respond may be limited where we cannot contact the complainant.

Anyone wishing to complain is strongly encouraged to provide the information requested above and their contact details.