



visible fictions

**Complaints Policy  
& Procedure**

**Visible Fictions is committed to ensuring excellence in all that we do. But we know there may be times when we don't get things quite right. We therefore encourage all artists, participants, employees, volunteers and stakeholders to come forward with any comments, complaints or suggestions. All such comments, complaints of suggestions are considered as part of our review and planning processes.**

Informal comments, complaints or suggestions can be made at any time to any member of staff. Or you may wish to follow our formal complaints procedure which allows for a clear and transparent process of dealing with complaints or concerns as quickly and effectively as possible.

## **Making a Complaint**

### **Verbal Complaints**

If you have any concerns at all don't be afraid to speak directly to the Producer or the relevant member of staff. Misunderstandings can often be sorted out straightaway on an informal basis.

### **Formal Complaints**

If you think the matter is too serious or you don't feel able to speak to a member of staff, you should put your complaint in writing, by letter or e-mail.

Written complaints should be marked 'Private & Confidential' and sent in the first instance to:

Producer  
Visible Fictions  
Suite 325/327, 4th Floor  
11 Bothwell Street  
Glasgow  
G2 6LY

[laura@visiblefictions.co.uk](mailto:laura@visiblefictions.co.uk)

Complaints about the Producer/Chief Executive or individual members of the Board of Directors should be forwarded in a letter to the Chair, marked "Private and Confidential", to the above address.

Visible Fictions reserves the right to elect to deal with complaints against staff members in accordance with its internal grievance and disciplinary procedures.

The Producer/Chief Executive (or the Chair in the case of complaints against the Chief Executive or individual members of the Board of Directors) is accountable for ensuring that all complaints are investigated fully and fairly and within the stated timescales.

The complaint resolution process operates as follows:-

### **Stage 1**

On receipt of a formal complaint a written acknowledgement will be provided within five working days.

### **Stage 2**

The Producer (or Chair as appropriate) will conduct a full investigation into the complaint. This may involve contacting the complainant for more information and speaking with relevant staff members or external agencies.

### **Stage 3**

The Producer (or Chair as appropriate) will endeavour to write to the complainant within 10 working days of receipt of the complaint if no formal investigation is required, or within 20 working days of receipt of the complaint if a formal investigation is required. In extreme circumstances a longer period of investigation may be required. Complainants will receive a full written report noting any actions taken or proposed as a result of the complaint.

### **Stage 4**

If the complainant is not satisfied with the outcome, he/she may appeal in writing to the Chair who will respond in a similar timeframe. The Chair will not normally carry out a fresh investigation (unless there is a clear case for doing so) but will wish to satisfy his/herself that the complaint resolution process has been followed fairly and rigorously in line with this policy. In the case of complaints against the Chief Executive or individual members of the Board of Directors where the complainant is not satisfied with the outcome, the complainant should seek further advice from the Office of the Scottish Charities Regulator.

Receiving comments and complaints is an opportunity to gain constructive feedback. Feedback will be reviewed regularly by the Producer who will provide a report on complaints resolution at least annually to the Board of Directors.

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**0141 221 8727**

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Visible Fictions Theatre Company is a Scottish Charity (SCO21724) and a Company Ltd by Guarantee (Scotland 144133).