COMPLAINTS PROCEDURE

At Theatre Peckham we respect and value your feedback. Whether it's on the things we do well, or the things we could change or improve, your comments are always welcomed. By providing feedback this helps us to refine the way we run our Academy, training programmes and performances at Theatre Peckham.

Theatre Peckham is committed to providing a safe, stimulating, consistent and accessible service for all. We aim to provide high quality services for everyone and accept that things do not always go to plan. In such circumstances, let us know so we can make things right and learn from our mistakes.

1. Making A Complaint

If you have any comments or complaints about Theatre Peckham, please speak to either our Creative Administrator or one of our Duty Managers, who will be based by the front desk. Informing them right away helps them to resolve your complaint as soon as possible. Your comments and any actions taken will be recorded and forwarded to the correct department.

If you would like to contact us by email or post, please contact the General Manager.

Email: tash@theatrepeckham.co.uk

Address: General Manager, Theatre Peckham, 221 Havil Street, SE5 7SB

2. Child or Vulnerable person

If the complaint involves a child or vulnerable person, the person you outline the complaint to will inform the designated Safeguarding Lead, or one of our Safeguarding Officers. We ensure that the procedures set out in the Theatre Peckham's *Safeguarding Children and Vulnerable Adults Policy* are followed. Please make the complaint as soon as possible after the incident or communication has taken place.

All complaints that we receive will be logged and acknowledged within three working days. Theatre Peckham aims to reply to all complaints within 10 working days and should the need for this time to be extended, we will inform you on our reasons why. In addition to this, we will also provide you with the details of who is dealing with your complaint and when we aim to make further contact.

3. Escalating the Complaint

If at the conclusion of this process you remain dissatisfied with the response you have received, then you should put your complaint in writing to:

Suzann McLean: CEO/ Artistic Director
Theatre Peckham
221 Havil Street

March 2025

THEATRE PECKHAM
SE5 7SB

All such complaints will be brought to the attention of Theatre Peckham's Board of Trustees.

Version	Created	By	Version	Created	By
1	14/3/2025	Tash Berg, General Manager	4		
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