

Complaints Procedure



Travelling Light is committed to providing activities that are well run, safe and inclusive. If you are unhappy with the work that we deliver we would like to hear from you. Please address all complaints to the General Manager on admin@travellinglighttheatre.org.uk or call them on 0117 3773166.

If the complaint relates to the safety of children.

For all other complaints

Your complaint will be referred to Travelling Light's Child Protection Officer who will follow procedures set out in Travelling Light's Safeguarding policy (*available on request*)

Your complaint will be acknowledged within 5 working days.

If the complaint is complex, the General Manager will conduct a full investigation into the complaint and will aim to resolve the complaint within 28 working days.

The General Manager will respond to the complaint, preferably in writing, with an explanation of how the complaint was considered, the conclusions reached, recommended remedies and confirmation of action taken including time-scales.

If you are unhappy with the outcome of your complaint, you can appeal to our CEO on ceo@travellinglighttheatre.org.uk. The CEO will aim to respond within 5 working days.

All complaints will be treated with the strictest confidence. However, confidentiality cannot be guaranteed if the complaint involves a legal issue and needs to be passed to another authority e.g. the police.

All correspondence and record keeping relating to the complaint and investigation process will be stored securely by Travelling Light and retained for one year, after which all records will be securely destroyed. Exceptions to this would include criminal or safeguarding procedures, or complaints connected to a staff disciplinary issue, in which instance we would follow guidelines within the relevant company policy regarding data retention.