

# Northern Ballet

## Complaints Policy

Northern Ballet views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Written complaints may be sent to Northern Ballet at 2, St Cecilia Street, Quarry Hill, Leeds LS2 7PA or by email to [complaints@northernballet.com](mailto:complaints@northernballet.com).

Verbal complaints may be made by phone to 0113 2208000 or in person to any of Northern Ballet's staff or trustees at 2 St Cecilia Street, Quarry Hill, Leeds, LS2 7PA or at any of our events or activities.

If you wish to make a complaint, we encourage you to write in via post or email so that the complaint can be expressed in your own words.

## What happens when a complaint has been received?

Your complaint will be acknowledged within two weeks, and you will receive a definitive reply within six weeks.

If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

If you are not satisfied with the Company's response you have the right to request that the complaint is reviewed at Board level within four weeks.

Requests to take the complaint to this level should be addressed to the Chair C/O Northern Ballet Limited, 2 St Cecilia Street, Leeds LS2 7PA or emailed to the PA to the Directors [sam.bryans@northernballet.com](mailto:sam.bryans@northernballet.com).

This will be acknowledged within two weeks and you should receive a definitive reply within six weeks. If this is not possible because for example an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

The decision taken at this stage is final.

## Charity Commission

You can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: <https://www.gov.uk/complain-about-charity>.

## Review

This policy is reviewed regularly and updated as required.

**Adopted: September 2019**

**Last reviewed: September 2019**