

MONTAGE THEATRE ARTS COMPLAINTS AND FEEDBACK PROCEDURE

FEEDBACK

You may not want to make a complaint, but have ideas about how to make things better. We welcome suggestions about how we can improve what we do. Email the Montage Administrator at office@montagetheatre.com

COMPLAINTS

Montage Theatre Arts aims to provide the best service that we can. Sometimes things go wrong. We want you to tell us if there is something you are not happy about as we will try to put things right.

Who can make a complaint?

You can make a complaint if you:

- Are a participant in a Montage Theatre Arts workshop
- Are an audience member or a participant in an Montage Theatre Arts Performance
- Have been refused a service or an opportunity to participate in a Montage Theatre Arts event or activity
- Have a complaint in relation to the childcare register

Informal Complaint

If you are not happy with something at a Montage Theatre Arts session, or at an event you can:

- In the first instance, talk to a member of staff. Explain your concern.
- Talk about what you think needs to change to make things better.
- If you are unhappy with how the person you speak to deals with what you say, or the outcome, you can make a formal complaint

Formal Complaint

You can make a formal complaint to the Administrator of Montage Theatre Arts. Email gm@montagetheatre.com Telephone 020 8692 7007. When you write or speak to the Administrator about the issue that concerns you, he/she will take the following actions:

- Write down what you say and send a copy of this to you and/or respond within 48 hours of your initial contact.
- Address your concerns with the rest of the management team.
- Send a response within 20 days of being contacted.
- Send you a Formal Complaint Form to escalate your complaint to Board level if requested
- Ensure you receive the Board's determination in a formal response no more than one week after the next scheduled Board meeting.

NB: All formal complaints are written down and reported to the Montage Theatre Arts Management Board.

Complaint in relation to the childcare register:

MTA must provide Ofsted, on request, a written record of all complaints in a specified period and the action taken as a result of each complaint.

MTA must keep accurate, dated records of each step of the procedure. The following information should be included:

- The welfare requirement to which the complaint relates.
- The name of the person making the complaint
- The nature of the complaint.
- The date and time of the complaint
- Details of how the complaint has been dealt with, including any action taken.
- Details of information and findings provided to the complainant, including the timescale.

MTA will keep a written record of all complaints and their outcome for at least two years.

If there is still an issue and you are not satisfied then contact Ofsted on 0300 123 1231 quoting the URN of the setting. MTA will always report to Ofsted any complaints regarding the childcare register.