



Complaints Policy

Our commitment to you - We will resolve all complaints swiftly and take every grievance seriously

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Head2Head Theatre is committed to providing a high-quality service to everyone we deal with. In order to do this, we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service. A complaint is an expression of dissatisfaction, whether justified or not. Our policy covers complaints about the standard of service we provide, the behaviour of our staff, and any action or lack of action by staff affecting an individual or group.

1. Handling complaints

- We take all complaints seriously.
- You will be treated with courtesy and fairness at all times.
- We will treat your complaint in confidence within the relevant department.
- We will deal with your complaint promptly and swiftly.

2. Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998.

3. How to complain or make comments on our service

- Quality of service is important to us. Therefore, learning from comments is a good way of helping to improve our service and the way we do things.
- Your complaint should provide as much clear detail as possible. Receipt will be acknowledged. You can make a complaint by email or by post:

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