

The Subscription Rooms Trust – Code of Practice for Complaints

1. The Subscription Rooms Trust is committed to providing a quality service for the benefit of the people who visit the venue. If you are dissatisfied with the standard of service you have received from the Subscription Rooms or are unhappy about an action or lack of action by the venue, this document sets out how you may complain to the venue and how we will resolve your complaint.
2. This Code of Practice applies to complaints about the Subscription Rooms administration and procedures and may include complaints about how a Subscription Rooms employee has dealt with your concerns.
3. This Code of Practice does not apply to:
 - 3.1. Complaints by one employee against another employee, or between an employee and the employer. These matters are dealt with under the Trust's disciplinary and grievance procedures.
 - 3.2. Alleged criminal activity, this should be reported to the police.
 - 3.3. Anonymous complaints, these will be recorded but not responded to.

Procedure

4. Depending on the source, and content, each complaint is passed to an appropriate member of staff. Where a complaint is dispatched to multiple recipients, those recipients must swiftly decide amongst themselves who will be take responsibility for handling the complaint.
5. It is that employee's responsibility to acknowledge receipt of the complaint withing 5 working days. They will then establish further detail as required from all relevant sources, by all relevant means and report back findings as swiftly as possible to the complainant and seek the complainant's assurance that their complaint has been dealt with. If necessary, interim reports of progress and estimates of future timescales will be provided.
6. In general, the route of the complaint will be the route of response, i.e. e-mails will be responded to by e-mail, letter by letter.
7. Records of all complaints will be used to help us improve our performance and procedures in the future. Records will be kept in accordance with our Data Protection Policy.
8. The complainant has the option of escalating any complaint to the Trust for further investigation and resolution if they are unsatisfied with the initial response.
9. Receipt of the complaint will be acknowledged by the Trust and the complainant will be advised of the date when the Board of Trustees will hear the complaint. They will then establish further detail as required from all relevant sources, by all relevant means and report back findings as swiftly as possible to the complainant and seek the complainant's assurance that their complaint has been dealt with. If necessary, interim reports of progress and estimates of future timescales will be provided.

10. If the complainant is not satisfied with this response, they will be invited to attend a meeting with the Board of Trustees and to bring such representatives as they wish.

Complaints Meeting Procedures

Before the meeting

11. Seven working days prior to the meeting, the complainant and the Trustees shall exchange any relevant documentation on which they wish to rely at the meeting.

At the meeting

12. The Chair of the Trustees introduces everyone and explains the procedure.

13. Complainant (or representatives) outline grounds for complaint.

14. Trustees ask questions of complainant.

15. If relevant, Head of Trustees, explains the Trust's position.

16. Complainant (or representatives) ask questions of the Trust.

17. The Trust and complainant are offered opportunity of last words (in this order).

18. Where no resolution can be agreed the Board of Trustees will endeavour to resolve the matter through a process of mediation. Where necessary the Trust will seek the services of an external expert to forward this process to reach a conclusion satisfactory to both parties in the dispute.

After the Meeting

19. Decision is confirmed in writing within seven working days, together with details of any action to be taken.

Policy on the management of unreasonable complaint behaviour

20. The Sub Rooms Trust is committed to dealing with all complaints fairly and impartially. However, we recognise that sometime complaints can become unreasonable because of their nature or frequency.

21. The Trust will be guided by the [“Guidance note on managing unreasonable complainant behaviour”](#) issued by the Local Government Ombudsman in determining whether complaints are unreasonable and what action to take.

22. Deceitful, abusive, offensive, threatening, or other forms of unacceptable behaviour from complainants will not be tolerated. When it occurs, we will take proportionate action to protect the wellbeing of our staff and the integrity of our processes.