



Complaints Procedure

Our Commitment

Response Ability Theatre (RAT) is committed to working in ways that are respectful, inclusive and trauma-conscious. We take concerns seriously and aim to deal with complaints fairly, clearly and kindly. This procedure explains how you can raise a concern or complaint, and what will happen if you do.

What is a complaint?

A complaint is when you tell us that you feel something we have done or not done was hurtful, unfair, or didn't meet the standards we aim to uphold. You don't have to use the word "complaint" for it to count as one.

Step 1: Informal Resolution

If you feel comfortable, you can start by talking to the person involved or someone you trust in the organisation. We may be able to resolve the issue through conversation or explanation. If that doesn't feel safe or possible, or if you prefer to go straight to a formal process, that is fine.

Step 2: Making a Formal Complaint

To make a formal complaint, you can email our Chair of Trustees, Katie Langford, at trustees@responseabilitytheatre.com. You can also ask a support worker or trusted person to write on your behalf if needed.

Please include:

- what happened;
- when it happened;
- how you felt;
- what you would like to see happen next (if you know).

We understand that sharing this might be difficult. We will treat your message with care and respect.

What Happens Next

We will:

- acknowledge your complaint within 5 working days;
- review the issue by speaking to those involved and looking into what happened;
- reply with an outcome within 15 working days (or let you know if it will take longer and why).

Possible Outcomes

Outcomes might include:

- an apology or explanation;
- a change in our practice or policy;



- support to help repair the relationship (if appropriate);
- a decision that no wrongdoing occurred, and an explanation of this.

If it is found that a member of staff has engaged in misconduct, our organisational disciplinary processes will be followed.

We will always try to make sure everyone feels heard, safe, and supported. No one will ever be at a disadvantage in participating in our work for making a complaint, so long as it is made in a respectful way.

Appeal

If you are not satisfied with the outcome, you can ask for the complaint to be reviewed by another trustee or a small panel (depending on the issue). We will tell you how to do this if you reach that stage.

Confidentiality and Safety

Your complaint will be kept private and only shared with those who need to know in order to resolve it. If we believe there is a risk of harm to you or others, we may need to involve other professionals, but we will tell you before we do.

Support

You are welcome to bring someone with you to any meetings about your complaint, such as a friend, support worker, or advocate. We are also happy to explain anything in this process in plain English or help you access it in another format if needed.

Ongoing Learning

We will keep a record of all complaints we receive, whether we find them to be substantiated or not, and review them annually to log any trends for our ongoing learning and reflection.

Procedure last reviewed: September 2025

To be reviewed again no later than: September 2026