



COMPLAINTS POLICY

We are committed to providing a high-quality service to all our members. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Contact Us

If you have a complaint, please contact us in writing with the details.

Barnstaple Musical Comedy & Dramatic Society

The Venue
Unit 2 Riverview Commercial Centre
Riverside Road
Pottington Business Park
Barnstaple
EX31 1QN
Email: info@barnstaplemusicalcomedy.co.uk

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 14 days of receiving it, enclosing a copy of this procedure.
2. We will then pass your complaint to the Executive Committee, who will review your complaint.
3. Once the Executive Committee have been able to review your complaint and if appropriate, talk with other interested parties.
4. We will then send you a detailed written reply to your complaint, including our suggestions for resolving the matter.
 - a. This is typically within 28 days of us acknowledging your letter of complaint.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange a final review the decision.
 - a. We will write to you within 28 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If we must change any of the timescales above, we will let you know and explain why in writing.

Monitoring and review

We will establish appropriate information and monitoring systems to assist the effective implementation of our complaints procedure. The effectiveness of the complaint's procedure will be reviewed regularly (at least annually) and action taken as necessary.