



RET CUSTOMER COMPLAINTS PROCESS

Introduction

Our audiences and visitors are vital to what makes Royal Exchange Theatre and our work special. We value your support, and aim to ensure you have an exceptional, and professional experience each time you visit or contact us.

If our service falls short of your expectations, we have a clear and transparent process to enable you to make a complaint.

What type of complaint does this process cover?

Please follow this process if your complaint relates to any dissatisfaction with our professional activities, including our Artistic and Engagement programmes, physical issues relating to our building, or the customer service we offer.

What type of complaint doesn't this process cover?

If your complaint is regarding the behaviour of an individual RET employee or RET freelance staff member and you have been dissatisfied with informal attempts to address your complaint, please refer to the **RET's Third Party Complaints Process**. The Third Party Complaints Process specifically investigates complaints regarding whether a staff member has breached the RET's Code of Behaviour. To help you clarify your decision, the Code of Behaviour is found at the end of the Third Party Complaints Process document.

How to contact us

If your complaint is regarding our Artistic and Engagement programme, physical issues relating to our building, or the transactional process of our customer service then you can either email comments@royalexchange.co.uk or write to Visitor Experience Team, Royal Exchange Theatre, St. Ann's Square, Manchester, M2 7DH.

When you contact us, please include:

- A clear description of the complaint, including date, time, and as much detail as possible.
- An outline of your desired outcome
- Your full postal address, telephone number and email address

What can you expect from us?

We commit to confirming receipt of your complaint within 5 working days.



We aim to respond in full to your complaint within 20 working days. If this isn't possible, we'll confirm a new, mutually convenient deadline with you.

If you are not satisfied with how your complaint has been resolved, then you can write directly to the RET's Executive Team. Please email executive@royalexchange.co.uk or write to Executive team, Royal Exchange Theatre, St. Ann's Square, Manchester, M2 7DH.

Vexatious Complaints

Occasionally, the behaviour or actions of a small number of complainants makes it difficult for us to deal with their complaints. If we believe that your complaint is vexatious, we will adhere to the Vexatious Complaints Policy when handling your complaint (please refer to the RET's Vexatious Complaints Policy for definitions of a vexatious complainant and complaint, and any possible actions we may decide to take).

Privacy - who has access to your data & how is it stored?

All information that relates to a complaint will be sensitively handled in line with the Data Protection Act 2018. When complaints are received to shared email inboxes, only staff members involved in looking into and resolving a complaint will handle confidential information in line with GDPR.

The organisation may share your data with an independent third party if we seek assistance at any stage of the complaints process. However, we will gain your authorisation before doing so.

The organisation will not transfer your data outside of the European Economic area.

After your complaint has been closed, the organisation will hold your data secure on file for six months after the end of the complaints process. If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

REVIEW DATE	REVIEWED BY	NEXT REVIEW DATE
April 2025	HR Manager, Director of Audiences, Director of Operations & Commercial Activity, Deputy Chief Executive.	April 2026