



1. Complaints Policy

At 16th Ave Theatre complaints are viewed as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made a complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at 16th Ave Theatre knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information that helps us to improve what we do.

2. Definition of a complaint

A complaint is any expression of dissatisfaction -whether justified or not -about any aspect of 16th Ave Theatre.

3. Where complaints come from

Complaints may come from any person or organisation who has a legitimate interest in 16th Ave Theatre including:

patrons
members
stakeholders
and the general public.

A complaint can be received verbally, by phone, by email or in writing.

4. Confidentiality

All complaint information will be handled sensitively in accord with The Privacy Act 2020 (<https://www.privacy.org.nz>) and the Official Information Act 1982 (<https://www.dia.govt.nz>)

Only those directly involved in the case who need to access the information in order to deal with the complaint will be able to obtain relevant confidential information.

5. Responsibility

Overall responsibility for this policy and its implementation lies with the Executive Committee (President, 2 x Vice Presidents, Treasurer), or, if necessary, the Management Committee.

6. Review

This policy is to be reviewed annually by the Executive Committee and updated as required then approved at a meeting by the Management Committee.

7. How to complain

Our aim is to deal with any complaint as soon as possible. Many complaints can be resolved informally.

In the first instance contact us and, if you feel able, speak to the member of the theatre with whom you have had contact or ask to speak to a member of the Executive Committee, who will try to resolve the matter.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Please put your complaint in writing and send it to our President, by email president@16avetheatre.co.nz

When you make a complaint, it is helpful if you could include the following information:

- Describe clearly what happened –please include the date, time, and location of the incident Tell us why you are making a complaint.
- Tell us what you would like us to do.
- Please provide your full name, email address and contact phone number.
- Tell us how you would prefer us to contact you.
- If appropriate, please send us any documents that support your complaint.

8.What happens next?

You will receive acknowledgement of your complaint within 5 working days, and you may be contacted to obtain any additional information that we may require to help us resolve the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

We cannot guarantee that complaints made via our social media channels will be seen and responded to within the timescales set out in this policy. We will aim to acknowledge complaints made via these channels but will then refer the complainant to an alternative method of communication so that the complaints policy can be followed.

If a criminal offence is alleged, then the police will be informed.

9. Can you take your complaint elsewhere?

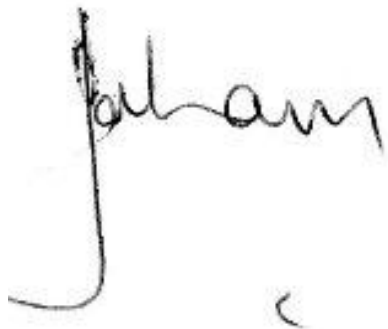
We encourage you to contact us directly to resolve your complaint in the first instance, but you can contact the Human Rights Commission to make a complaint at any point.

The Human Rights Commission is a statutory body, which administers the Human Rights Act 1993. The Commission's primary functions are to promote human rights through education of the public and to investigate and attempt to resolve complaints of discrimination. The Commission's website is www.hrc.co.nz and its toll free number is 0800 496 877.

Policy created 2 June 2021.

Adopted by the Management Committee 8 June 2021

Review date 2 June 2026

A handwritten signature in black ink, appearing to read 'John', with a large vertical stroke on the left and a small mark below the main signature.