

## Complaints Process

1. The details of the complaint are recorded and an initial acknowledgment that the comments have been received is sent to the customer.
2. The comments are forwarded to the appropriate Head of Department. A full response to be sent within 10 working days.
3. If the customer wishes to appeal against the initial response, the correspondence is passed to relevant member of Senior Management Team who will review information and respond directly to the customer within 10 working days.
4. If customer wishes to make a final appeal against this response, all correspondence passed to the Chief Executive who will review the information and will respond with a final decision within 10 working days.
5. If the complaint relates to our fundraising work and the customer is dissatisfied with the outcome of Sheffield Theatres' investigation, they may refer the complaint to the Fundraising Regulator within two months of receiving Sheffield Theatres' response.
6. Once the Fundraising Regulator has received the complaint, it will contact Sheffield Theatres to let it know and to get background information about the complaint. The Fundraising Regulator will investigate the complaint and seek a resolution with all parties concerned within 30 days. If the complainant is still not satisfied, they can seek adjudication by the Fundraising Regulator Board.

### Contact Fundraising Regulator:

email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

telephone: 0300 999 3407

post: Fundraising Regulator, 2<sup>nd</sup> Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH