Complaint form

You can use this form to submit a complaint to Vital Xposure Ltd.

You can send the form via email to intouch@vitalxposure.co.uk, or via post FAO General Manager, Vital Xposure Ltd, c/o The Albany Theatre and Centre, Douglas Way, London, SE8 4AG.

If you wish to submit your complaint in a different format, such as a video or audio / voice file, you can send it in this format to intouch@vitalxposure.co.uk.

If you prefer to submit your complaint over the phone, you can contact us on 020 8123 9945.

No matter which format you choose, please make sure you include the information requested in this form.

Before you submit your complaint:

Please collect as much information as possible regarding the matter you want to complain about.

When you submit your complaint, please describe the incident(s) or issue(s) in your own words, including

- Dates, times and places
- The people involved, including any witnesses
- Any supporting information or evidence you may have
- Your concerns and the impact of the incident or issue on you
- How long the issue has been going on
- What outcome, if any, you would like to see
- Your access requirements and preferred communication methods so we can let you know how we are addressing your complaint and any outcome

After you submit your complaint:

- We will acknowledge receipt of your complaint within 30 calendar days from the date we receive it
- We will begin the investigation into your complaint immediately.
- We may ask you to provide evidence where relevant and appropriate.
- We will let you know how long we anticipate the investigation may take and when we can let you know of the outcome.
- We will keep you informed of progress and the outcome of our investigation

We may invite you to a meeting to tell us more about your complaint. The meeting may be in person, over the phone or online. You are not obliged to participate in the meeting, however it may help deal with your complaint.

We may also need to contact witness or third parties to collect more information relevant to your complaint.

After the investigation is completed

- We will let you know about our investigation and its outcome
- We will tell you about concrete actions we are taking to prevent similar situations arising in future

If you are not satisfied with the outcome and want to appeal, you can contact Vital Xposure's Executive Director on projects@vitalxposure.co.uk, or the Chair of the Board on chair@vitalxposure.co.uk

If your complaint is about how we have used your personal data, you can also make a complaint at any time to the Information Commissioner Officer. You can find out more details via their website: https://ico.org.uk/make-a-complaint/data-protection-complaints/

We will deal with your complaint in line with our Disciplinary and Grievance Policy, in line with the Independent Theatre council (ITC)'s Fair Work Approved Manager. intouch@vitalxposure.co.uk

SECTION 1: ABOUT YOU

1. **Your name:**

2. **Your job title:**

3. **Your email address:**

4. **Your telephone number:**

5. **Date of the complaint:**

6. **Do you have any access requirements in relation to how we communicate with you about your complaint?** Yes/No

   If YES, please provide details.

SECTION 2: ABOUT YOUR COMPLAINT

1. **Is this a complaint specifically about how we have handled your personal data?**

Yes/No

2. **Are you complaining about a Vital Xposure employee?**

Yes/No

If yes, please tell us their name.

3. **Are you complaining about someone engaged by Vital Xposure that you interacted with as part of your engagement with our work (such as an event, workshop, meeting or other)?**

   Yes/No

   If YES, please provide their name

4. **Are you complaining on behalf of someone else?**

If YES, please provide:

- Their full name:
- Their contact number or email:
- Details about your relationship to that person:

Have they agreed to you making this complaint on their behalf?

Please provide evidence, such as an email authorising you to complain on their behalf, a copy of the Power of Attorney if relevant, or other similar document as evidence that they have authorised you to submit the complaint.

SECTION 3: TELL US WHAT HAPPENED

1. **In your own words, describe what happened.**

2. **When did this happen?**

Tell us if this has happened, occurred or identified more than once or if it is an ongoing issue

3. **Where did it happen?**

Tell us if this happened in more than one places.

4. **Who else was there?**

If you cannot provide names, please tell us why here.

5. **Did you try to talk to that person(s)?**

Yes / No

If you have you tried to talk to them already, tell us what happened.

6. **Did you take any other steps yourself to try deal with the issue?**

If yes, what did you do?

7. **Do you have any specific concerns about what has happened?**

8. **What outcome, if any, would you like to see?**

9. **Is there anything else you would like to tell us about?**

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