

## **Complaints Policy**

01 October 2025

This Policy is up to date as of 01 October 2025, when it was approved by the Exec. It will be reviewed bi-annually, to take account material changes.

## **Introduction**

The Royal Ballet and Opera ("RBO") is committed to maintaining the highest standards of customer service, performance, and engagement with all stakeholders. We recognise that, despite our best efforts, issues may occasionally arise. This Complaints Policy provides a fair, transparent, and accessible process for external stakeholders to raise concerns or complaints, ensuring that all voices are heard and that we continually improve our organisation.

## **Scope of the Policy**

This policy applies to all complaints received from patrons, ticket holders, visitors and any other external individuals or organisations engaging with RBO. Complaints may relate to, but are not limited to:

- Artistic programmes and performances
- Customer service
- Facilities, accessibility, and safety
- Ticketing and refunds
- Communications and marketing
- Equality, diversity, and inclusion
- Staff conduct and behaviour
- Policies and procedures
- Any other aspect of interaction with the Royal Ballet and Opera

For the avoidance of doubt issues raised by RBO staff, artists and volunteers will be dealt with under the appropriate internal RBO policy available on the RBO Intranet site.

## **Principles**

- **Clarity:** The complaints process will be simple, clear, and available to all.
- **Fairness:** All complaints will be considered impartially and without prejudice.
- **Confidentiality:** We will respect the privacy of all parties and handle complaints in accordance with data protection laws.
- **Timeliness:** Complaints will be addressed promptly, with clear communication regarding timelines.
- **Transparency:** Information about the complaints process and outcomes will be made available, subject to confidentiality.
- **Continuous improvement:** Feedback and complaints will be used to drive ongoing improvements in our organisation.

## **How to Make a Complaint**

Complaints may be made in writing, by phone, by email, or in person. Where possible, complaints should be submitted in writing to ensure clarity and a proper record.

- Email: [customerservices@roh.org.uk](mailto:customerservices@roh.org.uk)
- Post: Customer Services, Royal Ballet and Opera, Covent Garden, London, WC2E 9DD

If assistance is needed due to accessibility requirements, alternative formats and support are available upon request.

## **Stages of the Complaints Process**

### **1. Initial Contact**

Upon receiving a complaint, we will acknowledge receipt within five working days. If the complaint is made in person or by phone, a record will be created for tracking purposes.

## 2. Resolution and Response

We aim to respond to complaints within ten working days. If further investigation is required, we will notify the complainant and provide an estimated timescale. The outcome will be communicated in writing or by phone, including any corrective actions or measures taken.

## 3. Escalation

If the complainant is dissatisfied with the initial response, they may request escalation to a senior manager or director. This request should be made within 10 working days of receiving the response. If appropriate, the escalated complaint will be reviewed, and a final decision will be communicated within 15 working days.

## 4. External Review

Should the complainant remain dissatisfied after internal escalation, they may refer the matter to an appropriate external body, such as the Information Commissioners Office, the Fundraising Regulator or Arts Council England, depending on the nature of the complaint.

### **How to make a complaint about fundraising**

RBO is registered with the Fundraising Regulator and we follow the Fundraising Regulator's Code of Fundraising Practice. We promise to be honest, fair and open about our fundraising.

If your complaint relates to fundraising, you can contact the Chief Development and Advocacy Officer:

Amanda.Saunders@roh.org.uk  
or  
Amanda Saunders  
Chief Development and Advocacy Officer  
Royal Ballet and Opera  
Covent Garden  
London WC2E 9DD

Please make the complaint as soon as possible after the incident or communication has taken place. We will acknowledge receipt of your complaint in a timely manner and we will endeavour to resolve the issues as quickly as possible.

The Chief Development and Advocacy Officer will investigate the complaint and provide you with an outcome of the investigation, and resolution if possible, within 28 days of receipt of the complaint.

If you are dissatisfied with the outcome of the matter you can state this in writing to the Chief Executive Officer at:

Alex Beard  
Royal Opera House  
Covent Garden  
London WC2E 9DD

The Chief Executive Officer can review all actions taken and decide if further action is required and will send a final response.

If you remain dissatisfied, you may refer your complaint to the Fundraising Regulator. This must be done within eight weeks of the final response from RBO or they may not be able to respond to your complaint.

You can contact the Fundraising Regulator via their online complaints process or by using the contact details below:

By phone: 0300 9993407

In writing to:  
Fundraising Regulator  
2nd Floor  
CAN Mezzanine Building  
49-51 East Road  
London N1 6AH

We keep a record of all complaints, this information is for the purpose of reporting to the Fundraising Regulator and does not include personal details.

If you wish to remove fundraising communications from RBO so that you do not receive them, then you may do so via the Fundraising Preference Service: <https://public.fundraisingpreference.org.uk>

### **Anonymous Complaints**

Anonymous complaints will be considered where sufficient information is provided. However, our ability to investigate and respond may be limited. Confidentiality of all parties will be maintained.

### **Vexatious or Malicious Complaints**

RBO reserve the right to decline or close complaints deemed vexatious, malicious, or without merit, following careful assessment. Any such determination will be communicated clearly, and the complainant may request a review by a senior manager. In addition, RBO reserves the right to decline to engage with individuals whose conduct is not in keeping with RBO values and behaviours or is in any way considered unacceptable including refusing to accept the outcome of a complaint.

### **Support and Safeguarding**

We strive to ensure that all individuals feel safe and supported when making a complaint. If the complaint involves safeguarding concerns (e.g., abuse, harassment, or discrimination), it will be referred to the relevant safeguarding officer and appropriate authorities as required.

### **Recording and Reporting**

All complaints will be recorded in our confidential complaints register. Patterns and trends will be monitored, and regular reports will be submitted to the Board of Trustees to ensure accountability and drive organisational improvement.

### **Learning and Improvement**

Feedback from complaints is integral to our commitment to excellence. We will review complaints, identify lessons learned, and implement changes to enhance our services, facilities, and culture.

### **Communication of Policy**

This policy will be published on our website and made available upon request. Staff and volunteers will receive training to ensure effective implementation and understanding of the complaints procedures.

### **Contact Information**

For further information or guidance regarding this policy, please contact:

- Customer Services, Royal Ballet and Opera, Covent Garden, London, WC2E 9DD
- Email: [customerservices@roh.org.uk](mailto:customerservices@roh.org.uk)

### **Review of Policy**

This policy will be reviewed bi-annually and updated as necessary to reflect best practice, legislative changes, and organisational needs. Feedback regarding the policy itself is welcome and may be submitted through the usual complaints channels