



ROYAL
OPERA
HOUSE

ROYAL OPERA HOUSE COVENT GARDEN FOUNDATION

Complaints Policy

01 October 2019

This Policy is up-to-date as of October 2019. It will be revised from time to time.

KEY DOCUMENT INFORMATION	
Document Ownership and Date	
Document owner	Company Secretary
Date of this version	01 October 2019
Audience and Context	
Applies to	Members of the public making a complaint and members of staff dealing with those complaints
Related policies and procedures	

DOCUMENT HISTORY AND REVIEW			
Version and Approval History			
Version No	Version Date	Version Comments	Approved By
1.0	1 October 2019	Initial version	F&O
Future review			
Next review due		October 2021	

Complaints Policy

How to make a complaint and how we will handle it:

The Royal Opera House invites any feedback whether it is a complaint, comment or compliment.

We are committed to providing excellent customer service, and invite feedback for our continuous improvement should you think anything is unsatisfactory about the Royal Opera House.

If you would like to contact us then please use the details below:

Email: customerservices@roh.org.uk

Website: Via the [Contact Us](#) page on our website

By letter: Customer Services, Royal Opera House, Bow Street, WC2E 9DD, London

All complaints that we receive will be logged and will be acknowledged within three working days. We aim to reply to all complaints within 10 working days. If we need longer, we will tell you why. We will also let you know who is dealing with your complaint and when we will make further contact.

How to make a complaint about fundraising:

The Royal Opera House 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 Director of Development and Enterprises at:

Amanda.Saunders@roh.org.uk

Or

Amanda Saunders

Director of Development and Enterprises

Royal Opera House

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.

Where possible, the Development Director will resolve the matter, but if necessary, it can be escalated to other members of the senior management team

at the Royal Opera House. The Development Director 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 at:

Alex Beard

Royal Opera House

Covent Garden

London WC2E 9DD

The Chief Executive 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 the Royal Opera House 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 the Royal Opera House, then you may do so via the Fundraising Preference Service:
<https://public.fundraisingpreference.org.uk>