



Fundraising Complaints Procedure

How to make a complaint about fundraising

We promise to ensure our fundraising is legal, open, honest and respectful. If you have a complaint about our fundraising, you can contact the Fundraising Team at:

fundraising@chippingnortontheatre.com

Or

Fundraising
The Theatre Chipping Norton
2 Spring Street
Chipping Norton
OX7 5NL

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 it as quickly as possible.

Where possible, the Development Manager will resolve the matter but, if necessary, it can be escalated to other members of the Senior Management Team. We will investigate 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, you can state this in writing to the Artistic Director at:

John Terry
The Theatre Chipping Norton
2 Spring Street
Chipping Norton
OX7 5NL

The Artistic Director can review all actions taken and decide if further action is required and will send a final response.

We keep a record of all complaints, as per our Privacy Policy.

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