

Complaints Policy

Our Policy

Animate CIC strives to provide the best possible experiences for all its members, audiences and community. If something is not right, we want to rectify it as soon as possible. If you have a complaint, please do not hesitate to contact either Ryan Wilce (Executive Director) or Ruby Woods (Artistic Director).

We recommend all complaints be done in writing (an email will suffice) as this allows us to document the process. Please supply as much detail as possible to enable us to take the right steps to resolve the complaint.

We have a twenty-eight working day period to act on your complaint. If, after that time, you believe we have not acted appropriately or accordingly, you can make a further formal complaint to the Chair of our Board of Directors, Robyn Eyres.

Next Steps

After receiving your written complaint, either Ryan Wilce or Ruby Woods will be in contact, within three working days, acknowledging your complaint, identifying who is the Complaint Manager and directing you to this policy and outlining the complaints process.

The Complaint Manager will investigate your complaint confidentially; they have fourteen working days to complete this investigation.

After the investigation, the Complaint Manager will invite you to a resolution meeting, either in-person or via video conference, to discuss and identify the steps we will take to resolve your complaint*

After this meeting, the Complaint Manager will contact you in writing, documenting everything discussed in the resolution meeting. Hoping the steps are to your satisfaction, we request a written reply of your satisfaction to allow us to close the complaints case.

* If you do not wish for a meeting or, for any reason, a meeting cannot take place, the Complaint Manager will contact you in writing with a detailed document identifying and outlining the steps we will take to resolve your complaint.

After this process, if you are still not satisfied, you can make a further formal complaint to the Chair of our Board of Directors, Robyn Eyres, who will present the case and all documented information to the entire Board of Directors. The Chair of our Board of Directors has fourteen working days after your formal complaint to confirm the boards review, the decision they make and the reasons for that decision.

Contact

Ryan Wilce – Executive Director
ryan@animatetheatre.com

Ruby Woods – Artistic Director
ruby@animatetheatre.com

Robyn Eyres - Chair of the Board of Directors
board@animatetheatre.com