

# Complaints Policy

Seagull Media House CIC

Last Updated: 2<sup>nd</sup> December 2025

Approved by the Board of Directors

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## 1. Purpose of This Policy

Seagull Media House CIC (“the Company”) is committed to providing a positive, professional and inclusive environment for all participants, staff, volunteers, contractors, partners, and members of the public.

This policy outlines how individuals can raise concerns or complaints, how these will be handled, and the standards of fairness, confidentiality, and transparency that the Company will uphold.

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## 2. Scope

This policy applies to:

- Participants, attendees, and audience members
- Staff, Directors, freelancers, and volunteers
- Collaborators, partners, visiting artists, and contractors
- Parents/guardians of under-18 participants
- Members of the public who interact with the Company

It covers complaints relating to:

- Behaviour or conduct of staff, volunteers, or participants
- The quality or delivery of programmes, workshops, productions, or events
- Accessibility or inclusion concerns

- Health & safety issues
- Administrative matters
- Breaches of policies or procedures

Safeguarding concerns must be reported under the Safeguarding Policy, not this Complaints Policy.

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## **3. Our Commitment to Handling Complaints**

The Company will:

- Treat all complaints seriously and respectfully
- Handle complaints promptly and objectively
- Ensure confidentiality and data protection
- Avoid bias or conflicts of interest
- Provide clear outcomes and actions
- Use complaints to learn and improve

No complainant will be disadvantaged for raising a concern in good faith.

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## **4. Types of Complaints**

### **4.1 Informal Complaints**

Minor concerns or misunderstandings that may be resolved quickly through discussion.

### **4.2 Formal Complaints**

More serious issues requiring a documented investigation.

### **4.3 Anonymous Complaints**

We will review anonymous complaints, but our ability to respond may be limited.

### **4.4 Malicious Complaints**

Knowingly false complaints may be considered misconduct.

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## **5. How to Make a Complaint**

### **5.1 Stage One — Informal Resolution**

Where appropriate, individuals are encouraged to raise concerns informally with:

- The staff member leading the session
- A volunteer or facilitator
- The Event Manager
- The Programme Lead

Most issues can be resolved quickly at this stage.

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### **5.2 Stage Two — Formal Complaint**

If informal resolution is not appropriate or unsuccessful, a formal complaint may be submitted:

- Via email: [Admin@seagullmediahouse.com](mailto:Admin@seagullmediahouse.com)
- Through the Complaints Form (if provided)
- In writing to:

Seagull Media House CIC, 117 Rectory Lane, Chelmsford, CM1 1RF

A formal complaint should include:

- Name and contact details (unless anonymous)

- Description of the incident/concern
  - Dates, times, and people involved
  - Any supporting evidence
  - What resolution is sought
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## **6. Investigation Process**

Upon receipt of a formal complaint:

### **6.1 Acknowledgement**

- Complaint acknowledged within 5 working days

### **6.2 Allocation**

- A senior staff member or Director not involved in the issue will lead the investigation
- Conflicts of interest will be avoided
- For serious matters, an external investigator may be appointed

### **6.3 Investigation**

- Interviews with involved parties
- Review of evidence and documentation
- Risk assessments if necessary
- Safeguarding referral if applicable

### **6.4 Response**

A written outcome will be provided within 20 working days, unless more time is reasonably required.

The outcome may include:

- Explanation of findings
  - Agreed actions
  - Apology if appropriate
  - Changes to practice or procedures
  - Disciplinary action (where relevant)
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## 7. Appeals Procedure

If the complainant is dissatisfied with the outcome:

- They may request an appeal within 10 working days
- The appeal must state the reasons for dissatisfaction
- The appeal will be reviewed by a Director or senior individual not previously involved
- A final written response will be provided within 20 working days

Appeal decisions are final.

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## 8. Confidentiality & Data Protection

All complaints will be handled in accordance with GDPR and confidentiality principles.

We will:

- Keep details private
- Share information only where necessary (e.g., with investigators, safeguarding partners)
- Store complaint records securely for internal monitoring
- Protect the identity of complainants and witnesses as appropriate

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## 9. Safeguarding Concerns

If a complaint relates to:

- Harm or risk to a child or vulnerable adult
- Abuse, neglect, exploitation, or unsafe behaviour
- Inappropriate conduct by staff or volunteers

...it will be immediately passed to the Designated Safeguarding Lead and handled under the Safeguarding Procedures, not as a standard complaint.

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## 10. Accessibility & Adjustments

Complaints may be submitted in:

- Writing
- Email
- Audio or video format
- Through a support worker or advocate

Reasonable adjustments will be provided to ensure accessibility for all.

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## 11. Monitoring & Learning

The Company will:

- Record all formal complaints
- Review trends annually

- Report issues to Directors
- Make changes to policy, training, or practice as necessary

Patterns of repeated issues will be addressed proactively.

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## 12. Policy Review

This policy will be reviewed annually or sooner if required.

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## 13. Approval

Last Reviewed: 2<sup>nd</sup> December 2025

Next Review Due: 2<sup>nd</sup> December 2026

Approval from Director(s):

Name: Kieran Lomas

Signature:  Signed by:  
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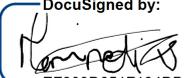
Approval from Advisors:

Name: Marina oliveira

Name: Jasmine woodard-Harris

Name: Josh Jenkins

Signatures:

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