

Customer Charter

The New Vic Theatre is dedicated to providing the highest level of customer service to everyone who uses its facilities. The New Vic programmes a diverse range of performances and activities and as such welcome a diverse range of visitors to its building. This Customer Charter outlines the type of service that we are committed to maintaining in order to achieve the highest standards of customer care possible.

At the New Vic Theatre we promise to:

- Be courteous, respectful and professional at all times.
- Provide a welcoming, friendly and fair service that values our customers.
- Do right by our customers; be honest and impartial.
- Treat each customer equally and without prejudice.
- Listen to our customers and welcome feedback.
- Provide clear and accurate information regarding our products.
- Own our mistakes and take all reasonable steps to rectify and restore positive relations.
- Ensure prompt responses to any enquiries, comments or complaints.
- Provide a safe and well managed environment.
- Provide access for all and offer assistance where necessary.

As Customers, we ask that you:

- Understand that all visitors have an important role to play when interacting with New Vic staff and assisting us to provide a quality service to you.
- All New Vic staff should be treated with respect and courtesy.
- Be fair and honest in your dealings with us.
- Acknowledge that the following behaviour is not acceptable from any member of the public in any of our facilities:
 - Harassment of staff or New Vic Theatre customers by use of abusive, racist or threatening language.
 - Use of violence or threat of violence towards staff or New Vic Theatre customers.
 - Behaviour which is disruptive and interferes with delivering a quality customer service.
- Respect that the New Vic is situated in a residential area and every effort should be taken to minimise inconvenience to our neighbours.

Feedback, Suggestions & Complaints

The New Vic is committed to consulting with its customers and to evaluating its services. You can help us by:

- Providing comments or suggestions regarding the service you receive.
- Completing and returning any customer survey forms that we may send you.
- Raising a complaint about the service/product we have provided at the earliest opportunity.

We will do our best to put things right if we have made a mistake. We will acknowledge your complaint within 5 working days and try to deal with your complaint within 28 working days. If we need to carry out further research we will let you know and try to have completed this within 20 working days. Any actions arising will be copied to the Director.

If you wish to make a suggestion on how we could improve our service, please contact: David Sunnuck, Theatre Manager: dsunnuck@newvictheatre.org.uk or 01782 381356

