

Gala Theatre & Cinema

Complaints Policy

**Gala Theatre
Millennium Place
Durham
DH1 1WA**



Gala Theatre & Cinema Complaints Policy

The experience that people have while at Gala is of paramount importance to us. It is vital that everyone who comes into contact with Gala - whether as members of an audience, through our café and bars, or as users of our spaces - is treated in an exemplarily, professional manner. Through our customer care we will endeavour to ensure that no one leaves Gala having had a negative experience.

For those rare occasions when you feel things have not gone to plan and you received less than excellent service, we have the following procedure in place for dealing with your complaint.

- On receipt of a complaint - whether verbally, or by telephone, post or e-mail - the complaint will be passed to the relevant Head of Department to deal with. All complaints will receive an initial response within THREE working days. If further investigation is required, then we aim to resolve your issue fully, and issue a response within TEN working days.
- If you still feel dissatisfied with the outcome, then the issue will be passed to the Theatre Director who will respond to your issue within FIVE days.
- If you still feel satisfaction has not been reached, the next step is to lodge a complaint through Durham County Council's formal Complaints Procedure. Full details of this can be found on the Durham County Council website.

Gala aims to deal with all complaints swiftly and effectively. We will consider each complaint on its merits, and aim to offer a satisfactory outcome to each complaint.

We aim to accurately describe all shows and films in our promotional literature, and where we are aware of specific issues with content, we will always try to give appropriate warnings. However, we will not offer ticket refunds on the basis of personal taste, or where you feel a production or a film was not as enjoyable as you expected.