

feedback and complaints policy

uproar theatre ltd. is committed to listening to and responding to any feedback or concerns from audiences and artists.

with any complaints, we will:

- listen and respond to person/people who raise the issue
- respond swiftly, fairly and consistently, offering action and resolution
- respect confidentiality
- keep consistent, monitored records of any complaints/grievances

if you have a concern/complaint:

1. tell us

by email to: theatre.uproar@gmail.com

or

speak personally to company director, eilish mullane.

our aim is to acknowledge every complaint within 5 working days.

2. we will investigate and respond

a member of the uproar team will fully investigate your concern/complaint, and will contact you to provide an explanation and indication of when a full response can be expected.

with your permission, we will keep a record of the handling of the situation.

3. next steps

if you are not satisfied with our response, please let us know and we will continue the conversation.

we are conscious of the pressure and stress that can accompany the creation of shows, and will do everything we can to support our creatives.

if you are working with us and struggling with an issue that uproar can resolve, please speak to us, either via email (theatre.uproar@gmail.com) or speak personally to eilish. conversations within the company will be recorded to ensure proper handling.

if you would rather speak to an external, professional body, we strongly encourage you to do so.

uproar will, to the best of our ability, schedule events and rehearsals with significant notice, to avoid additional stress placed on our cast and crew.