

FROZEN LIGHT

Feedback policy

Approved: September 2023

Review: September 2025

Purpose:

Frozen Light is committed to ensuring we provide all of our audiences, donors and partners with the best quality experience. If you would like to provide feedback on any aspect of your experience, we're keen to hear from you, so we can learn and improve our practices.

If you wish to share feedback, or make a complaint please email Jacqui Mackay, Executive Director, jacqui@frozenlighttheatre.com. The complaint can be written in the body of the email or attached as a voice note or other recording. An Easyread version of this policy is available on our website.

We aim to respond to all feedback and will investigate complaints in a timely way and with fairness. We will respond to a complaint within 7 days unless we need to investigate further, when we would let you know we have received your feedback and how long we expect it to take to resolve.

Fundraising complaints

Frozen Light (Charity No 262259) is registered with the Fundraising Regulator. We will acknowledge receipt of any fundraising complaint and then investigate the substance of this complaint. We will communicate the outcome of this investigation in writing within 28 days of acknowledgement of receipt of the complaint. If you are not happy with our response to feedback relating to fundraising, you can contact The Fundraising Regulator, provided it is within two months of receiving our written response:

Website: www.fundraisingregulator.org.uk

Tel: 0300 999 3407

Mail: Fundraising Regulator, 2nd Floor, CAN Mezzanine, 49-51 East Road, Old Street, London, N1 6AH

Frozen Light will keep a record of all feedback received, including complaints. Records of any fundraising complaints will be available for inspection by the Fundraising Regulator. This policy is reviewed bi-annually by trustees.



