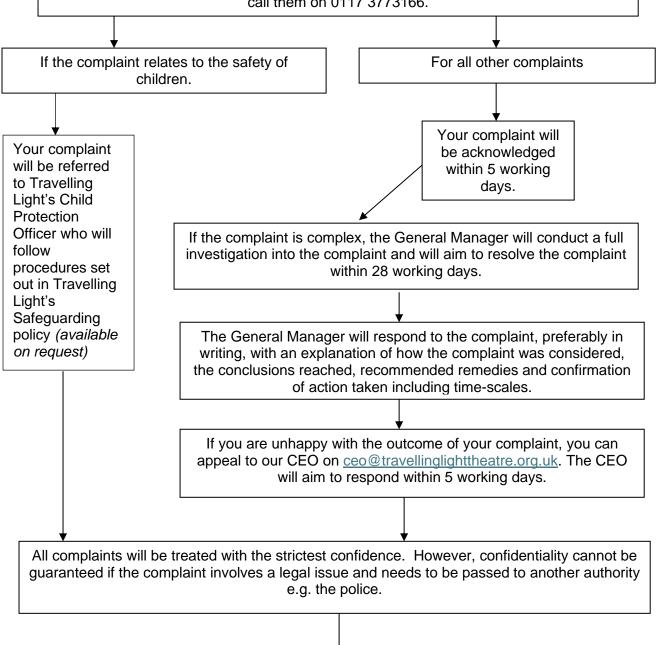
## **Complaints Procedure**



Travelling Light is committed to providing activities that are well run, safe and inclusive. If you are unhappy with the work that we deliver we would like to hear from you. Please address all complaints to the General Manager on <a href="mailto:admin@travellinglighttheatre.org.uk">admin@travellinglighttheatre.org.uk</a> or call them on 0117 3773166.



All correspondence and record keeping relating to the complaint and investigation process will be stored securely by Travelling Light and retained for one year, after which all records will be securely destroyed. Exceptions to this would include criminal or safeguarding procedures, or complaints connected to a staff disciplinary issue, in which instance we would follow guidelines within the relevant company policy regarding data retention.