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**Complaints Policy**

In the rare event that you need to raise a complaint, please contact our team on the contact details below.

|  |  |
| --- | --- |
| **Prime Theatre**  The Wyvern Theatre, Theatre Square, Swindon, SN1 1QN | Tel: 01793 614864  info@primetheatre.co.uk |

If your complaint is regarding a specific service, please contact the leaders as detailed below. They will work with you to discuss any concerns you have and look for a resolution which we are both happy with. In some instances, this may include talking to our employees and associates, changing our internal processes or implementing training.

|  |  |
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| **Youth Theatre** | **Prime Productions & Projects** |
| **Eve Winters**  Youth Theatre Director  01793 614864  [eve@primetheatre.co.uk](mailto:eve@primetheatre.co.uk ) | **Sarah Wrixon**  Company Manager  01793 614864  [sarah@primetheatre.co.uk](mailto:sarah@primetheatre.co.uk)  Z:\Prime Theatre\Marketing\PHOTOS & Films\Marketing and Office\Staff Photos\BW\Sarah.jpg |

The people ultimately responsible for your service are:

|  |  |
| --- | --- |
| **Sarah Wrixon**  Company Manager  01793 614864  [sarah@primetheatre.co.uk](mailto:sarah@primetheatre.co.uk)  Z:\Prime Theatre\Marketing\PHOTOS & Films\Marketing and Office\Staff Photos\BW\Sarah.jpg | **Mark Powell**  Artistic Director,  01793 614864  [mark@primetheatre.co.uk](mailto:mark@primetheatre.co.uk)  Z:\Prime Theatre\Marketing\PHOTOS & Films\Marketing and Office\Staff Photos\BW\Mark.jpg |

If you feel that contacting a staff member is not appropriate, please contact Prime Theatre’s trustees by emailing [trustee@primtheatre.co.uk](mailto:trustee@primtheatre.co.uk)