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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.

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| **Prime Theatre**The Wyvern Theatre, Theatre Square, Swindon, SN1 1QN | Tel: 01793 614864info@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 Director01793 614864eve@primetheatre.co.uk  | **Sarah Wrixon** Company Manager01793 614864sarah@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:

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| **Sarah Wrixon**Company Manager01793 614864sarah@primetheatre.co.uk Z:\Prime Theatre\Marketing\PHOTOS & Films\Marketing and Office\Staff Photos\BW\Sarah.jpg | **Mark Powell**Artistic Director,01793 614864mark@primetheatre.co.ukZ:\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