

exeter phoenix

Exeter Phoenix Complaints Policy

Updated: January 2026

Anna-Ruth Peel-Cusson

At Exeter Phoenix, we welcome feedback from our patrons, visitors, community members and donors. Complaints are an important part of our commitment to continuous improvement and ensuring a positive experience for all. We aim to handle complaints promptly, fairly, and transparently.

1. How to Make a Complaint

Complaints can be submitted:

- In person at our venue
- By email: annaruth.peelcusson@exeterphoenix.org.uk
- Via our website contact form
- By post: Exeter Phoenix, Bradninch Place, Gandy Street, Exeter EX4 3LS

Please include:

- A clear description of the issue
- Relevant dates and names (if applicable)
- Any supporting documents or evidence

2. Confidentiality

All complaints are treated confidentially. Personal information will only be used to investigate and resolve the issue.

3. Acknowledgement & Response

We will acknowledge your complaint promptly and provide an estimated timeline for resolution. You will be kept informed throughout the process.

4. Investigation & Resolution

Complaints are investigated by appropriate staff or management. We aim to resolve issues fairly, impartially, and in a timely manner.

5. Communication & Feedback

We maintain open communication during the complaints process and welcome feedback on how it was handled to help us improve.

6. Escalation

If you are not satisfied with the outcome, you may request to escalate the matter to our Director and/or Board of Trustees.

7. Monitoring & Review

We keep records of all complaints to identify trends and improve our services. Complaint data is reviewed regularly to ensure the effectiveness of our procedures.

8. Complaints relating to fundraising

Individuals with complaints relating to fundraising who are dissatisfied with the outcome of the complaints process can contact the Fundraising Regulator (<https://fundraisingregulator.org.uk/>) who will take this forward on your behalf.

Contact Information

Email: annaruth.peelcusson@exeterphoenix.org.uk

Phone: 01392 667060

Address: Exeter Phoenix, Bradninch Place, Gandy Street, Exeter EX4 3LS

We are committed to resolving complaints in a transparent and accountable way. Your feedback helps us grow and better serve our community.

Exeter Phoenix