

Complaints and Grievances Policy

Simia Circus is committed to the highest standard of openness and accountability. All staff and customers have the right to feel safe and happy at Simia Circus. Should a member of staff or customer need to raise a complaint or grievance then the following applies:

Dealing with grievances informally

If an employee should have a grievance or complaint to do with work or the people they work with, they should, wherever possible, start by talking it over with Beth Foxford, Assistant Director. The aim is to agree on a solution informally.

Formal grievance

If the matter is serious and/or the employee wishes to raise the matter formally you should set out the grievance in writing to Summer Hubble (Director). The employee should stick to the facts and avoid language that is insulting or abusive.

Where the grievance is against the Director, the matter should be raised in writing to Beth Foxford.

Grievance hearing

The Director will call the employee to a meeting, normally within five days, to discuss the grievance. The employee has the right to be accompanied by a colleague or union representative at this meeting.

After the meeting the Director will give you a decision in writing, normally within 24 hours.

If it is necessary to gather further information before making a decision the Director will inform the employee of this and the likely timescale involved.

Appeal

If you are unhappy with the Director's decision, the employee has five working days within which to appeal. This needs to be done in writing and submitted to the Director.

After the meeting the Director will give you a decision, normally within 24 hours. The Director's decision is final.

Employees have a right to use the Whistleblowing policy if the grievance is related to malpractice within the company.

Customer Complaints

If a customer wishes to raise a complaint against a member of staff, they must do so in writing via email. This can be done after an initial conversation with Summer Hubble

(Director) or Beth Foxford (Assistant Director) Should a complaint be raised about Director, then contact should be made with Liam Maciver or Beth Foxford.

Complaints must not be discussed or displayed on social media whilst an investigation is being conducted. No complaint will be investigated unless it has been presented in writing.

Simia Circus aims to respond initially to the complaint within three working days, identifying who will be investigating the complaint, this will be either via email, phone or in person.

Simia Circus aims to complete the investigation within 7 working days and inform the customer with the outcome of the investigation. Depending on the nature of the complaint, will depend on the action taken.

If the customer is unhappy with the outcome, they are able to appeal the outcome. This needs to be done within five days of the outcome and must be in writing. The complaint and outcome will be reviewed by a different member of senior management. If deemed necessary, an independent person will be asked to review the outcome.

Simia Circus aims to complete a final investigation within five working days (10 if an independent person is required) and all findings/outcomes will be final at this stage.

Contacts

Initial grievances/ complaints should be reported to the following managers:

Summer Hubble (summer@simiacircus.co.uk 07906477799)

Beth Foxford (beth@simiacircus.co.uk 07834452242)

Appeals will be considered by the following managers:

Summer Hubble (summer@simiacircus.co.uk 07906477799)

Liam Maciver (liam@simiacircus.co.uk, 07928758822)

Beth Foxford (beth@simiacircus.co.uk 07834452242)

We are committed to reviewing our grievance procedure annually.

This procedure was last reviewed on:
19/02/2025

Signed:



Shabbir

Summer Hubble

Company Director

Next Review; February 2026