COMPLAINTS POLICY

Hot Box Live CIC · 28-29 Viaduct Road, Chelmsford, Essex CM1 1TS

hotboxlive.co.uk · contact@hotboxlive.co.uk · +44 1245 415952

VERSION 10.1 · 19 SEPTEMBER 2026

OUR COMMITMENT

We welcome feedback and take every complaint seriously. This policy applies to visitors, performers, staff, volunteers, and our local community.

HOW TO MAKE A COMPLAINT

You can make a complaint in whichever way suits you:

- **Email:** contact@hotboxlive.co.uk
- **Phone:** 01245 415952
- **In person:** speak to any member of our team at the venue, 28-29 Viaduct Road, Chelmsford CM1 1TS

Please tell us what happened, when it took place, and how you would like us to resolve it. We will confirm we have received your complaint within 3 working days and send a full response within 14 working days. If we need longer, we will tell you why and when to expect our answer.

If you need help making a complaint, or would like this policy in another format, email access@hotboxlive.co.uk.

IF YOU ARE NOT HAPPY WITH OUR RESPONSE

Reply to our response within 14 days and ask for a review. A Director who was not involved in the original response will look at your complaint again and send you a final reply within 14 working days.

HOW WE USE COMPLAINTS

We keep a confidential record of every complaint and what we did about it. Directors review these records regularly so we can learn from them and improve.

OTHER RELEVANT POLICIES

For concerns about children or vulnerable adults, please read our Safeguarding Policy. For complaints about discrimination, please see our Equal Opportunities Policy.

VERSION CONTROL

Version	10.1
Date	19/09/2026
Description	Finalised policy update
Author	Dave Hughes

SIGNED ON BEHALF OF HOT BOX LIVE CIC

Name	David Hughes
Date	19/09/2026
Position	Director