

TRON THEATRE

TRON THEATRE LIMITED

COMPLAINTS POLICY

The Tron Theatre is committed to offering its customers quality services in the most effective and efficient way possible. Should you be dissatisfied with any of our services we would like to hear from you. Any expression of dissatisfaction will be treated as a complaint and will be dealt with accordingly. All complaints will be handled confidentially, fairly and promptly.

Complaints should be addressed to Sam Gough, Executive Director & Joint Chief Executive, Tron Theatre Limited, 63 Trongate, Glasgow G1 5HB or emailed to sam.gough@tron.co.uk.

The complaint will be investigated and a response will be sent within 10 working days. Should you be unhappy with the response, please contact Andy Arnold, Artistic Director & Joint Chief Executive, andy.arnold@tron.co.uk.

All complaints will be monitored and used to improve the services offered by The Tron Theatre.

Tron Theatre Ltd , 63 Trongate, Glasgow G1 5HB **Website:** www.tron.co.uk

Administration: 0141 552 3748 **Box Office:** 0141 552 4267 **Bars / Restaurant:** 0141 552 8587 **Fax:** 0141 552 6657

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