



EAST LONDON SHAKESPEARE FESTIVAL

East London Shakespeare Festival

Policies & Statements

Equality and Diversity

East London Shakespeare Festival believes in offering an accessible and high-quality product, available to anyone, irrespective of their protected characteristics (race, religion, gender, sexuality, age, marital status, disability, gender assignment or maternity.) As an East London based company, we have a diverse clientele and aim to celebrate and reflect that in our employees.

In both our casting and public relations procedures, we will not discriminate:

- Anyone can attend the event
- Each venue will have a 'pay what you can' performance, to encourage audience members from low-income families
- Free of charge workshops: we will outreach to a range of community groups to encourage diverse attendance
- If a patron has any particular requirements, e.g. requires a chair, we will do the best in our ability to put in place the reasonable adjustments and ensure they are catered for.
- Our cast are required to have sufficient training (drama school, degree/diploma, sufficient professional acting experience). Within these requirements, anyone is eligible to apply to interview.
- We offer to provide feedback to any unsuccessful candidates outlining why they were not successful in getting the position.

Complaints

Our Terms & Conditions are outlined clearly when booking a ticket for an event. As per the contract, any patron has the right to complain or offer feedback.

Complaints will be handled professionally and objectively. They will be investigated by a minimum of 2 members of the team to ensure objectivity.

All complaints must receive a response.