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**RAILWAY  
CHILDREN**

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**The Railway Children - Planning Application  
Our Reference (D-TRC-KX-14-015)**

## **Sound Management Protocol**

Prepared by  
**Entourage Live for Theatre Tracks Limited**

## Introduction

The management of sound is a critical part of the creation of a venue such as The King's Cross Theatre and the show that it will contain - The Railway Children, particularly when it is undertaken in a temporary venue at a location which is not often used for events.

This protocol should be read in conjunction with the Sound Management Plan – Document D-TRC-KX-14-014 and provides the operating methodology for dealing with sound complaints.

## Stage 1 – Receiving Complaints

### During a Show

Call directly to King's Cross Theatre Operations Office	Duty Site Manager Deals with Customer		Action moves to Stage 2
Call to Camden Council Control Room	Camden Council report issue directly to King's Cross Theatre Operations Office	Duty Site Manager Deals with Customer	Action moves to Stage 2

### Outside Show Hours

Call directly to King's Cross Theatre Operations Office	Resident Leaves Message	Duty Site Manager Deals with Customer	Action moves to Stage 2
Call to Camden Council Control Room	Camden Council report issue directly to King's Cross Theatre Operations Office	Duty Site Manager Deals with Customer	Action moves to Stage 2

## Stage 2 – Dealing With Complaints

In all circumstances the following information will be collected from the resident:

- Name (for tracking purposes)
- Address (to check where the sound issues are)
- Contact telephone number (for follow up)
- Time and Date
- Nature of the Issue
- Action that is to be taken

The resident will also be asked to put their complaint in writing to The King's Cross Theatre (as detailed in the resident letter (see Document D-TRC-KX-14- 017)).

Once a complaint has been received the Duty Site Manager will investigate the sound issues and will, where necessary, request that the sound system levels are reduced. If necessary the Duty Site Manager will arrange to visit properties to measure sound levels.

Details of all reports will be sent to the management team at Theatre Tracks Limited and the producers of the show that is taking place (i.e. The Railway Children). If necessary details will also be sent to the Environmental Health Office of Camden Council, to include any actions taken.

