



**The King's Cross Theatre - Planning Application
Our Reference (D-TRC-KX-15-015)**

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 shows that it will contain, particularly when it is undertaken in a temporary venue at a location which has not been historically used for events.

This protocol should be read in conjunction with the Sound Management Plan – Document D-TRC-KX-15-014 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-15- 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.