

barbican

Milton Court Promoter notes

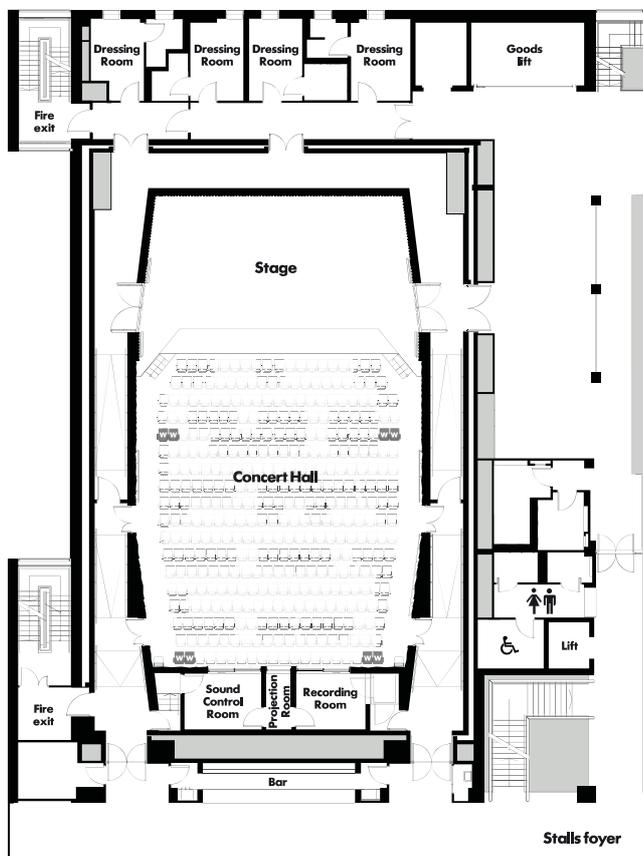
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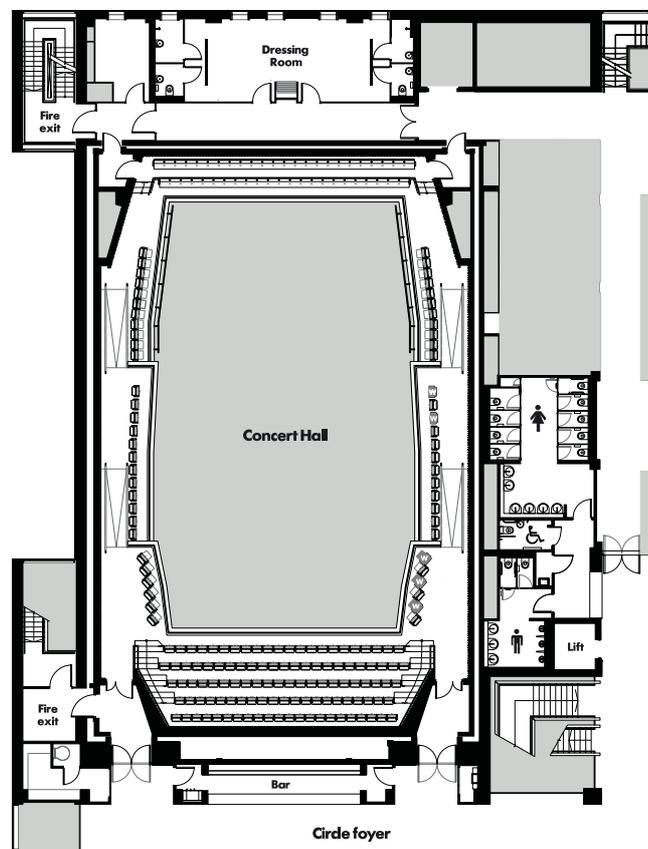
GUILD
HALL
SCHOOL

1 Overview

Stalls



Circle



Milton Court Concert Hall has a maximum audience capacity of 606, with 391 in the Stalls and 215 in the Circle

18 seats are held off from this figure for landlord purposes which are released for general sale if not required

Wheelchair positions

The majority of wheelchair positions are interchangeable with fixed seating

Sound mixing desk

If a mixing desk is required FOH then 26 seats in the stalls are taken offsale

Auditorium lighting

Dimmable houselights

Ventilation

Air conditioned

Goods lift dimensions

4.5m x 2.3m

Stage

Suited to solo performers or small to medium chamber ensembles. Maximum stage capacity is related to the legal maximum number of people in the hall which cannot exceed 750

Risers

Stage comprised of multiple automated risers

Stage configurations

Stage depth	Upstage width	Downstage width	Area (approx.)	House capacity (stalls/circle)
6.7m	12.5m	14.3m	90m ²	606 (391/215)
8m	12.5m	14.3m	107m ²	606 (391/215)
10.5m	12.5m	14.3m	140m ²	544 (329/215)
12.3m	12.5m	14.3m	165m ²	497 (282/215)

The 10.5m stage will remove the first 3 rows (62 seats).
The 12.3m stage will remove the first 5 rows (109 seats).

2 Venue hire

Fee

£3,350 +VAT (2025/26 season)

What's included in your fee:

Access

From 2pm. Earlier access may be possible by negotiation (additional charges apply)

Marketing

Entry in Barbican monthly Events Guide and website (subject to meeting copy deadlines)

Lighting

Overhead white concert lighting

Sound

Flown house speaker system, left and right clusters (for announcements only)

Stage and backstage

- Stage lifts and automated risers
- Ventilation and central heating
- Stage furniture (music stands, chairs, rostra)
- House pianos (1 x Steinway D concert grand piano, A=440)
- One piano tuning
- 4 Principal dressing rooms (each with en-suite toilet/shower)
- 2 x larger dressing rooms, each with partition screen to divide into two (for male/female changing)

Staff

- Production Manager (pre-production)
- Lead technician/stage supervisor (on the day)
- Up to 3 platform/technical staff as required
- Hosts and programme sellers
- Box Office services and event accounting
- Security

Not included; to be provided by or paid for by the Promoter

- FOH desk and sound engineer; monitor system and engineer
- Programmable lighting desk and moving light rig
- Microphones, stands, DI boxes and cables
- Viscount electronic console organ with 16 speakers
- Stage extensions
- Loaders
- Backline
- Black wall drapes
- Catering (to be booked with Barbican/Guildhall School approved caterer)
- Personal or support staff (e.g. runner, hairdresser, wardrobe, personal assistant, driver etc.)
- Parking costs, transportation and accommodation
- Additional Steinway D concert grand; any additional tunings

Notes on Touring Systems

FOH sound desks

The front of house mix position at the rear of the stalls is accessed via the stalls auditorium doors. The access width is width 1.3m x height 2.4m. For large FOH desks a method statement for installing the desk must be provided and the promoter/Sound hire company will be responsible for providing sufficient crew to safely undertake this operation.

3 Terms and conditions

Access and Curfew

Your contract details your tenancy times. Please note there will be no access to the Hall and Backstage areas prior to the contracted get-in time. All technical rigging, stage setting, piano tuning and other preparation must be accommodated within the contracted times, therefore exact rehearsal and soundcheck times must be agreed in advance with the Barbican. Due to conditions of the venue license, evening performances MUST finish by 10pm and all members of the public MUST vacate the building by 11pm. If contracted times are exceeded, overtime charges will be applied.

Unfortunately there are no additional spaces available for rehearsals. Drinks receptions or other similar activity may be arranged by request, but space is limited. Please discuss this with your Production Manager.

Foyers

Milton Court foyers are limited in size and are shared between the Concert Hall, Theatre and Studio Theatre. For this reason, all plans for use in addition to concert access must be discussed with your Production Manager.

Finance

The Accounts Department at the Barbican will prepare the final statement for the concert within 14 days of the date of the performance in accordance with your contract. In addition to the rental of the Hall the following deductions will be made from the gross Box Office receipts:

- all charges levied on the concert by the Performing Rights Society
- 20% commission on programme sales
- credit card administration fee (flat rate of 2% of gross box office)
- merchandising fee, if applicable
- the cost of any catering provided at your request
- technical equipment in addition to that included in your contract
- facility fee, if your performance is recorded or broadcast
- Foreign Entertainers' (FEU) Tax, if applicable
- any overtime charges, missed meal breaks if applicable
- any other chargeable services provided
- any equipment damaged during tenancy

If you are registered for VAT you as the promoter are responsible for declaring output tax on the total gross box office receipts as shown on the final statement.

Cancellation

Should you need to cancel your booking after the signed contract has been received, the Barbican reserves the right to charge a cancellation fee which would normally be calculated with reference to the agreed rental cost, after allowance has been made for any monies received from any subsequent re letting of the Hall.

Changes to artist or repertoire

Agreed artists and repertoire where applicable will be detailed in your contract. Changes to this after signature of contract must be agreed with the Barbican. We may request that you write to patrons to inform them of the change and we reserve the right to offer refunds.

Foreign Entertainers' (FEU) Tax

UK Withholding Tax on Appearance of Non Resident Entertainers

Under The Finance Act 1986, Section 44, Schedule 2 introduced on 1 May 1987, the Barbican is required to deduct tax at the prevailing basic rate from the net proceeds of any event involving an artist not resident in the United Kingdom.

If the promoter has been approved for the Simplified Tax System then tax will not be deducted by the Barbican. This list can be accessed at <https://www.gov.uk/government/publications/simplified-tax-system-for-classical-music-payees-for-non-uk-resident-performers>

Likewise, if the promoter has entered into the Middleman Agreement then tax will not be deducted by the Barbican. Approved promoters and agents of the Middleman Agreement are detailed at <https://www.gov.uk/government/publications/non-resident-rock-and-pop-entertainers-promoters-agents-and-merchandisers>

All other promoters should complete an FEU application for a non resident artist or performer at least 30 days prior to the performance. If a reduced rate of exemption is granted, the Inland Revenue will advise the Barbican by issuing a tax certificate (Ref: FEU4(A)). Unless we have this official notification, the Barbican will withhold box office income to cover FEU tax at the prevailing basic rate. The Barbican is not in a position to negotiate tax liabilities but further guidance notes can be viewed at the Inland Revenue website at <https://www.gov.uk/money/foreign-entertainer-rules>.

Performing Right Society

The Performing Right Society (PRS) collects royalties from all live music performances and distributes payments to the rights holders. The Barbican will account with PRS directly and will charge to the concert promoter all charges to be levied by PRS on each concert.

The charges will be separately identified on the final concert account issued by the Finance Division.

The rate charged by PRS depends on the concert type. Most concerts at Milton Court fall under Tariff LP or Tariff LC; please note that Barbican as licensee operates the variable rate under Tariff LC.

All concerts are subject to a minimum charge, and concerts where tickets are issued free of charge qualify for a charge based on the number of free tickets issued.

For more details on all of the above, please consult the PPL PRS website at <https://pplprs.co.uk/>

5 Box office

Box Office contact

It would be helpful if you designate just one representative to deal with all ticket requests in the run up to the event. On the night of the concert, the promoter or their representative should introduce themselves to the Ticket Sales Manager at the Box Office (Ground Level).

Sales Figures

Sales reports may be obtained weekly by contacting the Box Office Duty Manager on 020 7870 2500 or bom@barbican.org.uk. For sales figures on the night of the concert, these can be obtained by speaking to the Box Office Duty Manager. Please note that figures provided are provisional and for general information purposes only. The Barbican cannot be held accountable for any settlements made by the promoter to artists or agents on the basis of these figures.

The confirmed final sale figures, plus final charges including credit card commission and PRS will be outlined in the final settlement to the promoter.

VAT arrangements

All tickets sold through the Box Office are accounted for on a gross basis. This means that the promoter is responsible for accounting for the VAT applicable on sales directly with HM Customs & Excise.

House Seats

The City of London is contractually entitled to up to 18 seats for each performance for Landlord and House Management purposes. These will be put on public sale if not required. The Box Office may also reserve other seats in the run up to the concert for administrative purposes (e.g. holding off aisle seats to ensure availability for customers with access requirements).

Press seats

Press seats should be allocated from within the promoters own complimentary ticket allocation. Promoters should bear this in mind when deciding how many comps to request. If a journalist contacts our Press department about attending the concert, they will be given the promoters contact details to arrange for seats directly.

Wheelchair seats

Milton Court has been designed with the best access requirements in mind. Consequently there are several designated areas for wheelchairs, most of which are interchangeable with fixed seating to provide flexible seating options. Some wheelchair positions require fixed seats to be removed, so these will affect capacity if required. Unused wheelchair holds will be released in stages as sales progress to retain maximum access options whilst also ensuring the maximum sales capacity is reached.

Other seat holds

If a sound or lighting desk is installed in the auditorium, seats in the centre of rows R, S and T will be held off sale. The standard sound desk requires 26 seats to be held off sale.

If the 10.5m stage depth is required, the first 3 rows (62 seats) will be held off sale. For the 12.3m stage depth the first 5 rows (109 seats) will be held off. Please establish whether you require a stage extension before going on sale.

Discounts and Offers

Access membership

Access members in need of a companion ticket and registered on the Barbican Access Membership scheme may request a free companion ticket when purchasing a full price ticket for themselves (subject to availability).

Group Booking Discounts

You should indicate on your Concert set up form whether or not you want to offer group discounts, and whether you want to limit the number of tickets sold at that rate. The standard Barbican group discount rate is Groups of 10 or more = 20% discount. You are welcome to discuss an alternative group discount rate.

Your own discounts or special offers

You may also wish to offer discounts to special groups of people, such as your members. Please include details on the Concert set up form, as discounts should be approved before being set up at the Box Office. You are welcome to offer concessionary rates on the basis that the customer's status cannot be verified for telephone and online sales.

Ticket Allocations

Ticket Agencies

We believe that the Barbican's own box office and online booking system offers customers the best experience possible. Should you wish to sell a percentage of tickets via an agency please indicate this on your concert set up form. We are able to issue agency tickets to a limit of 25% of saleable capacity. The value of tickets issued to agencies will be deducted from the gross box office receipts and will be shown on the final statement. It is your responsibility, as the promoter, to recoup any monies from third parties. For full terms and conditions please read "Agency Allocation Conditions" in the Box Office section on the Promoters Microsite.

Full price tickets for own use

Sponsors' tickets and tickets for members may only be reserved and authorised for release or issue by the promoter (and not by any third party). The cost of the tickets issued will be accounted as part of the final concert settlement and listed as "tickets for own use". Tickets may be issued on a sale or return basis, on the understanding that unsold tickets must be returned by the date stipulated by the Ticket Sales Manager. Any tickets issued on this basis will automatically be charged to you. Please note for auditing reasons we may only charge tickets to you at their full face value. This price will appear on the ticket, and they will be accounted for in this way in the final concert settlement.

Promoter allocations

Please indicate on your Concert set up form those seats you would like set aside from public sale. These could include your complimentary tickets plus any full price tickets for your own use - e.g. VIPs, sponsors or sale or return tickets.

All musicians wishing to watch the performance, orchestral management, promoter's management, or any guests of the promoter will require tickets to gain entry to the Hall for a performance and any such tickets should be issued as part of the promoter's allocation.

For large batches of tickets we would usually require the promoter to arrange collection from the box office in advance of the concert, and to handle this allocation themselves. It is possible to arrange a table near the box office for the night of the concert, to enable your own staff to handle tickets. Please liaise with the Production Manager to make the necessary arrangements.

If you require any guest tickets to be collected from the Box Office counter on the night, we ask that you contact the Ticket Sales Managers at least 1 week prior to your concert to discuss arrangements.

6 Production management

Staff

Production Manager

Your event will be co-ordinated by a Production Manager, who is allocated approximately 2-3 months prior to the Concert date. You will need to complete a Technical Requirements Form provided by the Barbican. Once allocated, the Production Manager is your main contact pre- and post-production and they will liaise with other departments in the Barbican and Guildhall School for you.

Technicians and Crew

A Lead Technician will be your main point of contact on your Concert day for Stage and Technical issues.

Required Stage / Technical staff are provided by the Guildhall School for any rehearsal or performance. More crew will be provided at the Guildhall School's discretion and a charge may be made. The Stage Crew are responsible only for the arrangement of the stage, not for the loading and unloading of instruments, so please let your Production Manager know if you want to pay for extra staff, loaders or services. In no circumstances should arrangements be made with, or money paid to, the Stage Crew for extra services as this may render them liable to disciplinary proceedings.

Front of House Staff

A minimum of 1 Milton Court Host (steward) per door on the areas in use, cloakroom Stewards and a number of Programme Sellers will be provided for the performance. Their major responsibilities include checking tickets, assisting Patrons in finding their seats and taking control of their area in the event of any evacuation or other emergency.

The Barbican's Programme Sellers can only sell fixed price programmes. If you want to solicit donations for your programmes instead of charging a fixed price, you must use your own Volunteers. Similarly if you are organising a charity or gala event and wish to collect donations from the audience, you must also use your own Volunteers for this.

If you do use your own Volunteers, please remember that the Barbican's staff remain in charge of the doors and all areas at all times and that the Duty House Manager is in absolute charge of any event. Any such collection must be approved by the Barbican; such approval should be sought from the assigned Production Manager.

Press Desk

All press tickets can be collected from the Box Office. Promoters are also entitled to run a Press Desk. To do this they should contact the allocated Production Manager to discuss how to arrange this.

Vehicle Access and Parking

Large Vehicle Unloading/Loading

All loading needs to go via the Milton Court Loading Bay. Loading times will need to be booked in advance and vehicle dimensions and registration will be required. One parking space may be available at Stage Door, if booked in advance. Please discuss all loading with your Production Manager.

Large Vehicle Parking

The Barbican has access to two HGV parking spaces at Smithfield Market, which is situated 5 minutes away from the Centre. These spaces may not always be available; please give us a minimum of 3 weeks notice so that we can arrange for your parking. We do not provide overnight parking (unless specifically requested in advance and if spaces available). There is no access to power at this site.

Artists' Vehicle Parking

Car Park passes can be issued for Artists to use Barbican Car Parks 3, 4 or 5 (Beech Street). Please let your Production Manager know your requirements at least 14 days in advance, as they have to obtain the passes from the Car Park Operators. The current charge per car is £3.50 (inc. VAT) for every 5 hour session. Please note that arrangements cannot be made on the day and the full charge will be incurred if the Car Park is used without first obtaining a voucher.

Artists with heavy instruments are welcome to unload them via the Milton Court Loading Bay and then park in Car Parks 3, 4 or 5. The maximum height for a vehicle using Car Parks 3, 4 or 5 is 6'.

Parking for Disabled Customers

Car parking for disabled customers is available in Car Parks 3 and 5. Blue Badge holders have free use of the Barbican car parks whilst visiting the Centre, for which they should obtain an orange voucher from the Milton Court Box Office (from 1 hour before the performance), the Duty House Manager or the Barbican Advance Box Office (Silk Street entrance).

Stage Management

Sets and Fixed Props

If you plan to use a set or other fixed props, you must consult us at the design stage, so that we can ensure they meet Licensing and Statutory authority guidelines. If your set already exists we still need to give these authorities at least 35 days notice, so please do let your Production Manager know at an early stage if this is the case. Failure to give this notice may jeopardise plans for your event.

Choirs

Milton Court Concert Hall has a set of mechanical risers to the rear half of the stage which are adaptable for various sizes and layouts of choirs. If you plan to use a choir, please let your Production Manager know so that they can ensure the stage meets your requirements.

Keyboard instruments

One Steinway D Grand Piano with one tuning to A=440 is included in your hire fee. Use of an additional piano, additional tunings or for a Tuner to be present throughout the concert will incur an extra cost. If you wish to bring in an alternative piano, please advise your Production Manager well in advance. Milton Court also features a Viscount electronic console organ with 16 speakers which can be set on stage. We cannot provide a harpsichord or chamber organ, but are happy for you to bring one in if required. Preparation of Barbican pianos is strictly prohibited unless absolute consent has been given by your event contact. Any damage caused through piano preparation, regardless of whether agreement has been sought or not, will result in a re-charge to the Artist and/or their representative.

Drapes

Please let us know if you want plain black drapes along the side and back walls of the stage (please note additional charges may apply). To use your own drapes, you must supply samples and certificates of fire retardancy at least 35 days prior to your concert. You should also allow extra time for your get in/get out.

Backstage and Security

Dressing Rooms

There are four Principal dressing rooms, each with en-suite toilet and shower, directly behind the stage. In addition two larger dressing rooms (both of which can be partitioned in half) are available for use with the Concert Hall. Please discuss all dressing room arrangements with your Production Manager in advance.

Security

If a particular Artist requires special security arrangements or if you are expecting VIPs and Royal visitors, please notify your Production Manager as early as possible so that the departments concerned can be alerted. If additional security is deemed to be required the Barbican reserves the right to pass on the cost of additional Show & Events Security Officers to the Promoter.

The Promoter is responsible for ensuring that all backstage visitors are acceptable to the Artists. A list of all personnel requiring backstage access must be submitted to your Production Manager 24 hours prior to the event.

Swipe cards

Everyone requiring backstage access to Milton Court will be issued with a swipe card for the day at stage door; these must be handed in upon final departure otherwise a replacement fee will be charged for each unreturned card. Please confirm the number of swipe cards required at least 1 week in advance of your concert.

Recording and Photography

Recordings

Any intended film or audio recording for TV, radio, archive, or CD/DVD release must be registered with the Barbican at the earliest opportunity and will require a separate contract and facility fee. Supplementary technical costs may also be levied. You are responsible for obtaining all rights clearance in relation to any recording of your concert.

If cameras are to be used the necessary seats in the auditorium will be held, resulting in a reduction of available seats on sale. If a TV or Radio Production Company wanting to record your concert approaches the Barbican, we will contact you directly to ascertain your interest. The Barbican will not agree to any recording without the Promoters consent.

Please inform your Production Manager at the earliest opportunity if any filming or recording is requested.

Press Photography

If you expect photographers to be present during your performance, please discuss with your Production Manager who will provide detailed guidelines.

Milton Court Front of House staff will have full control of the house at all times, and may ask photographers to leave at any time.

Hospitality

Receptions and hospitality

Reception space is limited at Milton Court, so please contact us to discuss the options.

In the first instance, please discuss your requirements with the Concerts Planning Coordinator or your Production Manager. Please note that Front of House receptions at Milton Court may only be carried out by the Barbican's appointed caterers, Searcys.

Artist Catering

Milton Court has a backstage cafe which will open during the following hours:

Monday-Friday: 9am-5pm

Saturday & Sunday: Closed

The cafe can be opened outside of these hours on request, but a minimum spend or charge will apply.

Please notify your Production Manager well in advance if you have any additional backstage catering requirements for your event. Catering at Milton Court may only be carried out by the Guildhall School's approved caterers, Benugos or Searcys.

Smoking

In accordance with legislation in England from 1 July 2007 banning smoking in workplaces and enclosed public spaces, smoking is not permitted anywhere on Barbican premises. It is the Promoter's responsibility to ensure that all Staff, Artists and Volunteers comply with the Barbican's no-smoking policy. If any person is found smoking on the premises, including anywhere in backstage or dressing room areas, Barbican staff have been instructed to call Security. This includes the use of electronic cigarettes.

Signage and posters

If you have signage or posters that you wish to display, please speak to your Production Manager. Signage can only be displayed in specific locations as adhesive tape, pins and blu-tack will damage surfaces they are affixed to. Any damage will need to be repaired at the Promoters cost.

7 Marketing and publicity

Barbican Guide

Your concert will be listed in the Barbican guide for the month in which it takes place (subject to meeting copy deadlines).

The Barbican Guide is mailed to over 20,000 Barbican Members each month and is displayed on the Barbican foyers.

Website

You will have a dedicated page on the Barbican website with information about your event, images of the artists and a link to our online booking system. We can also include an external link to the artists' website.

If you have soundclips, videos (e.g. suggested YouTube clips) or further information about the artist we can also upload these to your webpage.

Emails

Your event will be included in our Barbican Members email (which reaches approximately 200,000 people) and an additional email (either cross-arts or artform specific) in the week it goes on sale.

What's On Screens

Your event will feature on the What's On Now screens on the week of the performance.

Leaflets on Barbican foyers

We are able to take a small amount of leaflets for display on the Barbican foyers. Due to limited space within the Barbican foyers and the availability of the plasma network as the primary communications channel, some leaflet racks are prioritised for the display of the Barbican's own print and that of its resident and associate companies. Your leaflet will be displayed on Level G of the foyers.

We cannot display print that advertises events at venues other than the Barbican. The Barbican reserves the right to refuse to display print if it is deemed to be promoting an event in direct competition to one being held at the Barbican.

We are not able to display promotional posters in the Centre

Branding guidelines

Please ensure that you send proofs of all leaflets, programmes and adverts to the appropriate Barbican marketing contact for approval (see contacts). There are logos and information which can be downloaded from barbican.org.uk/promoters and must be included on your print. If these are omitted without the approval of Barbican marketing we may not be able to display your leaflets or sell your programmes.

Brand guideline templates can be found here:

<https://guidelines.barbican.org.uk/brand/partners/option-3>

Proofing

Please ensure that you send proofs of all leaflets, programmes and adverts to the appropriate Barbican marketing contact for approval (see contacts opposite).

Programmes

You can sell programmes or provide programmes for free at your event. If you sell the programmes there is a 20% commission + VAT on sales.

If your programmes are free and/or if you are intending to use your own staff to distribute programmes there may be a charge in lieu of commission.

Talking about Milton Court Concert Hall

Milton Court Concert Hall is owned by the Guildhall School of Music & Drama and stages performances that are part of the Barbican's Music programme, as well as those by Guildhall School students and alumni - part of the unique Guildhall School/Barbican partnership delivering world-class arts and learning.

When talking about the venue it should be referred to as:

Guildhall School of Music & Drama's Milton Court Concert Hall
Guildhall School's Milton Court
Milton Court Concert Hall
OR Milton Court
NOT Barbican's Milton Court
NOT Milton Court, Barbican

When talking about the Guildhall School it should be:

Guildhall School of Music & Drama
OR Guildhall School
NOT GSMD
NOT Guildhall/the Guildhall

Merchandising

The Hirer may sell merchandise relating to the artist(s) from a pre-arranged position to be agreed with the allocated Production Manager. All mechanisms and staffing required for taking payment must be supplied by the Hirer. No commission is taken on merchandise sales.

Social media

Your event will be included in our 'what's on' social post during the week of on sale. Organic social media content (engagement or content driven), may be shared by the Barbican, at our discretion.

What next?

Once your event booking has been confirmed, please contact the following people for further information on all the above. The Barbican marketing team is happy to provide advice on the best way to market your event throughout your campaign.

Inserts in the Barbican Guide

You can insert your leaflet into the monthly Barbican Guide mailing. Please contact Neil Sopher at Cabbell (neil@cabbell.co.uk) for more information. The Guide mailing date is occasionally subject to change and therefore we would advise that you book an insert to mail not less than 5 weeks before the event. The size of the mailing is 20,000 although you can insert fewer leaflets if you wish.

8 Contacts

Concerts Planning

For hall booking, contracts, repertoire, ticket pricing, box office set up, discounts and offers, changes to concert set up, Barbican guide and brochure listings, queries re. final settlement.

Katy Morrison	Artistic Hires and Planning Manager	katy.morrison@barbican.org.uk	020 7382 7369
Adam Davison	Planning and Partnerships Manager	adam.davison@barbican.org.uk	020 3834 1032

Marketing and Publicity

Mairi Warren	Marketing Campaigns Manager (Classical Music)	mairi.warren@barbican.org.uk	0203 834 1172
Lorraine Blatt	Marketing Campaigns Manager (Contemporary Music)	lorriane.blatt@barbican.org.uk	020 3834 1301

Box Office

For regular ticket sales updates and allocation of guest tickets

Ticket Sales Managers	bom@barbican.org.uk	020 7870 2500
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Production Management

For general production management, technical, staging and logistical queries

Production Managers	musicproduction@barbican.org.uk
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You will be allocated a production manager who will be your main contact in the lead up to your event

Harassment and Abuse of Power

The Barbican is committed to providing a safe place for all staff and artists to work where everyone is respected and listened to. As part of this commitment, we are clear that there is no place for any kind of harassment, bullying, victimisation or abuse of power in the workplace and have introduced contract clauses for visiting companies and artists to ensure everyone working at the Barbican is treated with dignity and respect.

If you experience or witness any kind of unacceptable behaviour while working at the Barbican, please inform a Barbican Producer or Stage Manager. All reports will be treated seriously and confidentially.