



COMPLAINT PROCEDURE

I. INTRODUCTION

This complaint procedure enables Cottage Theatre to ensure that any problems, complaints, or concerns raised by employees or volunteers are dealt with in a fair, timely, and consistent manner. If an employee or volunteer has a complaint regarding unlawful harassment as defined in the Harassment Policy, it should be raised in line with this procedure.

II. Informal Procedure

- Employees/volunteers should, where possible, discuss the complaint with their supervisor (employee) or a supervisory member (Director or Stage Manager) of the production team (volunteer) on an informal basis. Where it is not possible to discuss the complaint with their supervisor or a member of the production team, or the complaint concerns him/her, the employees/volunteers should instead talk to the Executive Director or President of the Board.
- The discussion will be to raise concerns and attempt to resolve the matter within a reasonable timescale.
- An email of the meeting notes will be sent to the employee/volunteer from the supervisor/production team and should include what was discussed and any proposed action. If the complaint has not been resolved or cannot be settled informally, the matter should be dealt with in accordance with the formal complaint procedure.

III. Formal Complaint Procedure

a. Initial Complaint Notification

- The aggrieved employee/volunteer must send a written statement detailing the nature of the complaint to the Executive Director without unreasonable delay.
- Where it is the Executive Director who is the subject of the complaint, the employee/volunteer should instead send the written statement to the President of the Board.

b. Complaint Meeting

- Upon receiving the written statement, the Executive Director or Board President will arrange for a formal meeting to be held to discuss the complaint. The meeting will be held without unreasonable delay.

- If the complaint involves a person under 18, that person's parent/guardian will be invited to the meeting and the meeting will only take place when the parent/guardian can attend.
 - The person who received (i.e. first heard) the informal complaint will be invited to the meeting.
 - The meeting will not include the person that the complaint concerns.
 - Before the meeting an investigation of the facts relating to allegations will take place. Any requests for anonymity and confidentiality will be taken seriously.
 - If further investigation of the matter is required, then the meeting should be adjourned to a later date before a decision is made about how to deal with the complaint.
- c. **Outcome of meeting**
- Following the meeting and investigation and without unreasonable delay, the Executive Director/President of the Board will set out in writing the outcome and action intended to be taken to resolve the complaint. This should be filed with the complaint that is kept in the Executive Director's office in case it needs to be referred to at a later date.
 - As appropriate, action taken shall be monitored and reviewed to ensure it effectively deals with the issue.

IV. Confidentiality

- Complaints will be handled with as high a degree of confidentiality as is practicable.
- Confidential records of the complaint will be kept by the Executive Director.
- The complainant will be given meeting notes if requested, although Cottage Theatre reserves the right to withhold certain information (e.g. to protect a witness).