

COMPLAINTS AND GRIEVANCE POLICY

REVIEWED: 04/10/2024

This policy should be read in conjunction with our Disciplinary Procedure.

From time to time, some members from Centre Stage Productions (CSP), their families and/or volunteers may wish to raise concerns and/or problems, and possibly seek redress for a grievance. The CSP Committee wish to ensure that there is an appropriate channel for any issues to be appropriately aired and a resolution found as quickly as possible to the satisfaction of all concerned.

All matters (including any records produced and any follow up action) will be handled with the utmost discretion and will, as far as practicable, be kept confidential to only those involved. Where it is necessary to speak to other parties in connection with a concern or problem raised, the importance of confidentiality will be emphasised to them.

It may be necessary in some circumstances to explain or report the contents of the complaint or grievance to others, whether within or outside CSP. In serious cases, it may be necessary to report the matter to the police.

All information provided is subject to our Data Protection Policy.

Who can complain?

Anyone who engages with CSP. This includes, but is not limited to, performers and their families, the production team, stage crew, audiences, sponsors/funders and volunteers.

Grievance Procedure

Should you wish to raise a concern or complaint, please firstly do so informally with any member of the CSP committee. The committee member will attempt to resolve the matter by discussing it with you and with any others involved in the matter, as he/she considers to be necessary, and will report the outcome of such discussions to the committee. No official recording of these informal discussions shall be made. If the matter is resolved, no further action will be required.

If the matter is not resolved informally, or where you consider the issue to be serious and inappropriate for informal discussion, you should send your complaint or concern in writing to CSP via the following email address: centre-stage-productions@outlook.com. The complaint should be factually correct and avoid the use of profanity or emotionally-charged language. Please include any photographs and/or screenshots as supporting evidence, if relevant. You will receive acknowledgement of your complaint within FIVE working days (usually less) and should any further evidence or documentation be required, you will be advised at this point.

The issue will be considered by the committee (or an appointed panel, if the committee feels it is relevant and required), at the next available committee meeting, or within TEN working days of the complaint/grievance. The committee may carry out such investigations as it considers appropriate before reaching a decision, which may include meeting with you and with any others involved. The committee's decision will be communicated in writing to you as soon as reasonably practicable, following the meeting and any further investigations, as required.

Every effort will be made by the committee to resolve any problems or concerns as soon as they can. This will depend on the circumstances and the nature and complexity of the issues raised, the investigations required, and the availability of people whose input is necessary to resolve the grievance. If a criminal offence is alleged, then the police will be informed.

There may be disciplinary proceedings as part of the outcome, which will be in line with our Disciplinary Procedure. Should you have any questions regarding our Complaints and Grievance Policy, we can be contacted at: centre-stage-productions@outlook.com.