



Policy Statement

PROBLEMS, COMPLAINTS & DISPUTES

(Endorsed: 28 January 2021)

Purpose

1. To ensure that any persons associated with Galleon Theatre Group ("**GTG**"), including members of the GTG Management Committee ("**Committee**"), volunteers, stakeholders or community members, with a grievance are able to raise a complaint and have it dealt with in an appropriate manner.

Definitions

2. For the purpose of this document, the following terms have the following meanings:
 - 1) **Grievance**: A real or imaginary wrong causing resentment and regarded as grounds for complaint; a feeling of resentment or injustice at having been unfairly treated.
 - 2) **Complaint**: A complaint is an expression of dissatisfaction, whether justified or not.
 - 3) **Complainant**: One who complains.
 - 4) **Complainee**: One who is complained about; the subject of a complaint.
 - 5) **Grievant**: One who submits a grievance.
 - 6) **Party**: A person or group taking one side of a question, dispute, or contest

Policy

3. It is recognised that people associated with GTG will from time to time have grievances that need to be resolved through a complaints process. Effective resolution of complaints is important to:
 - 1) prevent a worsening of problems
 - 2) to help restore and maintain good relationships which are an important component of a safe, healthy and successful work environment.
4. The Committee believes that:
 - 1) People have the right to have their grievances receive careful consideration and to be treated with empathy, fairness and respect.
 - 2) The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing.
 - 3) People who air grievances or submit complaints should not be disadvantaged as a result of their actions.

- 4) Complaints should be dealt with promptly, thoroughly, honestly, and openly whilst maintaining confidentiality as appropriate
 - 5) The complainant and complainee should be supported, as required, throughout the process, and must be kept informed of the progress and outcome of the complaint
 - 6) An accurate record of the complaint, together with its subsequent investigation and outcome should be maintained.
5. The grievant should follow the “**informal process**” in the first instance, but can choose, if they prefer, to go directly to the “**formal process**”. These processes are described below and are summarised on the attached flowchart.

Step 1: Informal process

6. The grievant is advised to firstly speak to the party with whom they have the problem. They should inform them of the behaviour, decision or action that the grievance refers to and attempt to discuss possible solutions.
7. If not comfortable or confident talking directly to the party, or after talking they believe their grievance has not been resolved, they should raise the issue with one of the following people:
 - 1) Director, if the grievance occurs during rehearsal process
 - 2) Stage Manager, if the grievance occurs during a production run
 - 3) Committee member (at any time).
8. The GTG member thus approached will talk to all parties involved and try to help find an acceptable solution.

Step 2: Formal process

9. Where a person’s grievances cannot be resolved informally, they will be advised that a formal complaint can be made to the Committee. Such a complaint must be made in writing.
10. The formal complaints process will be based on the principles of open discussion (maintaining confidentiality as appropriate), thoroughness, honesty, fairness, respect, and timeliness.
11. Once a formal complaint is received it will be referred to the President for action. If the President is the complainee, then it will instead be referred to the Vice-President for action.
12. Contact will be made with the complainant within 7 days of the receipt of the complaint. They will be asked to confirm the details of their complaint, advised of the person who is dealing with it and be told what the process will involve. This will be confirmed in writing.

13. All complainees involved will be fully informed of the full details of the complaint. This will be done firstly in person and then confirmed in writing.
14. The GTG member leading the investigation will talk to all parties concerned to clarify the circumstances of the complaint. They will then attempt to find an acceptable solution. This will involve: speaking to each party individually; arranging a meeting between parties if appropriate; and, talking to others involved in GTG if additional information is required.
15. The complainant and complainee will be informed, in writing, of the outcome of the investigation.
16. If the complaint is unresolved the matter will be referred to the next Committee Meeting or, if deemed more urgent, a Special Meeting will be called. If a member of the committee is involved in the complaint, then the committee member must be excluded from the meeting unless it also includes the complainant.
17. The complainant and complainee will be informed in writing of the outcome of the meeting.
18. If this does not result in a suitable resolution and/or if the complainant is dissatisfied with the handling of the complaint, the matter may be referred to a third party. This person must be independent of GTG, be appropriate to the nature of the complaint and be acceptable to both the Committee and the complainant.
19. If the grievance remains unresolved, the matter may be referred to an outside body that is relevant to the nature of the complaint (e.g. Equal Opportunity Commission).
20. The Committee will consider the outcomes of the referral and decide further action as appropriate.
21. The complainant and/or complainee may seek the assistance of an agent throughout this process.

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Complaints Process Flow Diagram

