



The Old Lodge, 50 Queensbridge Road, Birmingham, B13 8QY
Tel: 0121 449 7117 Email: info@womenandtheatre.co.uk

Complaints Policy

General Statement of Policy

This policy exists to ensure that any complaints made by third parties against the company in carrying out of services are properly investigated and where possible, amicably resolved.

Complaints from within the company should be dealt with under the Grievance Procedure.

Procedure

- 1) The person receiving the complaint should, if possible, attempt to resolve the complaint amicably and informally. They should also notify the General Manager or Artistic Director.
- 2) If amicable resolution proves impossible, or if it is plainly inappropriate to attempt such resolution, then the complaint shall be dealt with by the Artistic Director or General Manager, unless it relates to them personally, in which case it will be referred to a member of the Board. If it is inappropriate for consideration of the matter to be delayed to the next Board Meeting, an Extraordinary Meeting shall be convened.
- 3) The complaint should be properly investigated including, where appropriate, taking a full statement from the complainant, discussing the contents with any person against whom a complaint has been made and taking a full statement in response, and discussing the response with the complainant. Where appropriate, and if all parties consent, a conciliation meeting may be arranged between the parties. Particular reference should be made to other relevant policies such as Anti-Harassment & Bullying.
- 4) A full record should be kept of all formal complaints, discussions, and meetings. However, if all parties wish, simple summaries can be made which should be signed by all parties.
- 5) Following such investigations and meetings as are deemed appropriate, it is the responsibility of the investigating member of staff to issue guidance or instructions as appropriate, either informally or in writing. Such guidance/ instructions should be recorded but does not constitute warnings within the disciplinary procedure.
- 6) Any party aggrieved by the conduct or outcome of the exercise of this procedure may appeal in writing to the Chair of the Board, who will consider all documentation and other representations from interested parties and whose decision will be final. The Chair has the discretion to hear oral representations.

Women & Theatre Chair, Artistic Director & General Manager can be contacted care of:

Women & Theatre, The Old Lodge, Uffculme
50 Queensbridge Road, Birmingham, B13 8QY

0121 449 7117

info@womenandtheatre.co.uk

Up-to-date, direct contact details for Board Members will be made available on request.

This policy was approved by W&T's Board of Directors on Wednesday 14 September 2022