

# People's Theatre Arts Group Complaints Procedure

## Terms used in this policy

Executive Officer – Secretary, Treasurer or their deputies.

Level 1 Procedure – Initial procedure for investigating a complaint

Level 2 Procedure – escalated procedure for investigating a complaint

## 1. WHEN THE PROCEDURE APPLIES:

1.1 This procedure applies where a complaint is made about the behaviour of a member or employee of the People's Theatre Arts Group

1.2 The procedure applies to the following behaviour:

- (a) Sexual, racial or other harassment
- (b) Behaviour which contravenes any of our published policies/procedures (e.g. Equality and Diversity, Intimacy, Safeguarding and Health and Safety. Code of Conduct)
- (c) Assault
- (d) Theft
- (e) Fraud or other financial wrongdoing
- (f) Criminal damage to property
- (g) Persistent drunkenness or disorderliness
- (h) Illegal drug use
- (h) Any other act of gross misconduct.

1.3 The procedure applies only when the behaviour complained of is committed:

- (a) against the People's Theatre Arts Group Ltd; or
- (b) against a member or an employee of The People's; or
- (c) on The People's' premises; and is behaviour which it is reasonable to expect The People's to take action to prevent.

## 2. MAKING A COMPLAINT

2.1 If a complaint to which this procedure applies is received from a member of the public, it should be passed to an Executive Officer.

2.2 A member or employee wishing to make a complaint to which this procedure applies should make it initially to a member of the Management Committee, either orally or in writing, or by email to [hello@peoplestheatre.co.uk](mailto:hello@peoplestheatre.co.uk)

2.3 A member of the Management Committee receiving a complaint should pass it on to an executive officer.



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2.3 Any other person receiving a complaint should pass it on to an executive officer or the Chair of Management Committee.

2.5 The executive officer to whom a complaint is passed will become the investigator responsible for trying to resolve the matter in the fairest possible way.

### 3. THE LEVEL 1 PROCEDURE

3.1 If the complaint was not in writing, and not made directly to the investigator, the investigator will speak to the person making the complaint to find out such details as are necessary to investigate it properly.

3.2 The investigator will speak to the member or employee whose behaviour has been complained of before taking any further action.

3.3 If after speaking to the member or employee, it seems to the investigator that the complaint is unjustified, they will report back to the person making the complaint and take no further action.

3.4 If the investigator considers that the complaint is to some extent justified, but that the matter can be resolved by an apology, a warning, a reprimand or conciliation, they will take whatever steps are necessary to try to resolve it in this way, report back to the person making the complaint and take no further action.

3.5 If the complaint is of theft or fraud against The People's, or criminal damage to The People's' property, the investigator may notify the police after informing the member or employee of their intention to do so.

3.6 If the complaint is of an offence against an individual, it is for that individual to decide whether to notify the police.

### 4. CONSIDERATION BY THE CHAIR

4.1 The complaint will be considered by the Chair if:

(a) The complainant is not satisfied with the result of the level 1 procedure.  
or (b) it seems to the investigator that the complaint may be justified, and that if it is, the behaviour complained of is so serious that the matter cannot properly or fairly be dealt with by the level 1 procedure and that the level 2 procedure is appropriate.

4.3 An investigator who considers that the level 2 procedure is appropriate should make a report to the Chair, setting out the complaint and the result of their investigations.

4.4 If, on receiving a written complaint, the Chair considers that the matter has already been properly and fairly dealt with under the level 1 procedure, they will inform the person making the complaint of their view and take no further action.



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4.5 If, on receiving a report from the investigator, the Chair considers that the complaint can properly and fairly be dealt with under the level 1 procedure, they will take over the investigation and complete the level 1 procedure.

4.6 If, having read the written formal complaint or having considered the report of the investigator, the Chair considers that the matter can only properly and fairly be dealt with by the level 2 procedure, they will initiate the level 2 procedure.

### 5. THE LEVEL 2 PROCEDURE

5.1 If the Chair decides to initiate the Level 2 procedure, they will appoint a sub-committee of at least 3 members of the Management Committee to conduct a hearing. They will also nominate a member of the sub-committee, who may be themselves, to chair it.

5.2 The sub-committee will fix a time and place for the hearing which is reasonably convenient to the person making the complaint and the member whose behaviour has been complained of, and invite both of them to attend it.

5.3 The person making the complaint and the member may choose not to attend the hearing, but the hearing will not be re-arranged unless all persons concerned agree to this. If either of them chooses not to attend, they may send a written statement to the sub-committee instead.

5.4 The person making the complaint and the member may each be accompanied at the hearing by a friend who may speak on their behalf.

5.5 The person making the complaint, the member and the sub-committee may also invite to the hearing any relevant witnesses.

5.6 The sub-committee will conduct the hearing fairly, and will give the person making the complaint and the member the opportunity to present any relevant evidence, and put forward written or oral statements.

5.7 At the end of the hearing the sub-committee will decide whether the complaint is to any extent justified, and will inform the person making the complaint and the member of its decision.

5.8 If the sub-committee decides that the complaint is justified, it will inform the member against whom the complaint was made what, if any, penalty or penalties it will recommend the Committee of Management to impose.

5.9 After the hearing, the sub-committee will make a report to the Committee of Management.

### 6. PENALTIES

6.1 If the sub-committee has decided that the complaint is to some extent justified, it may recommend to the Management Committee any penalty or penalties it considers appropriate.

6.2 Only the Management Committee may impose a penalty on the member.



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6.3 The penalties that may be imposed on a member are:

- (a) Requiring the member to give an undertaking
- (b) Requiring the member to make financial reparation for any loss or expense they have caused to The People's or the person who made the complaint
- (c) A temporary or permanent suspension of any of the rights of membership
- (d) Imposing a condition on the member's continued membership
- (e) Temporary or permanent cancellation of membership.

6.4 A member on whom a penalty has been imposed may apply to the Management Committee at any time to have the penalty reduced or varied.

### Version Control:

Date	Activity	Who
May 2022	Annual Review	Management Committee
July 2023	Annual Review	Management Committee
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