

People's Theatre Arts Group  
Complaints Procedure

1. WHEN THE PROCEDURE APPLIES:

1.1 This procedure applies where a complaint is made about the behaviour of a member of The People's.

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)
- (c) Assault
- (d) Theft
- (e) Fraud or other financial wrongdoing
- (f) Criminal damage to property
- (g) Persistent drunkenness or disorderliness
- (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; 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 the appropriate executive officer.

2.2 A member or employee wishing to make a complaint to which this procedure applies should make it informally to a member of the Committee of Management, either orally or in writing.

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

2.4 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 INFORMAL 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 whose behaviour has been complained of before taking any further action.
- 3.3 If after speaking to the member, 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 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) a member or an employee makes a formal written complaint addressed to the Chair of The People's;
  - 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 informal procedure and that the formal procedure is appropriate.
- 4.2 A member or employee may only make a formal complaint in writing if they are not satisfied with the result of the informal procedure.
- 4.3 An investigator who considers that the formal 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 formal written complaint, the Chair considers that the matter has already been properly and fairly dealt with under the informal procedure, they will inform the person making the complaint of their view and take no further action.
- 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 informal procedure, they will take over the investigation and complete the informal 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 formal procedure, they will initiate the formal procedure.

#### 5. THE FORMAL PROCEDURE

5.1 If the Chair decides to initiate the formal procedure, they will appoint a sub-committee of at least 3 members of the Committee of Management 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 Committee of Management any penalty or penalties it considers appropriate.

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

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 Committee of Management at any time to have the penalty reduced or varied.



**PEOPLE'S  
THEATRE**