



Kelvin Players' Complaints Policy

Date of document: The date upon which this document was prepared	18 July 2018
Policy Manager: The person responsible for writing or co-ordinating the writing of policy	J Wilkinson
Due for review on: The date by which this policy ought to be reviewed to ensure the available policy is up to date, usually annually. There is no issue with the policy being updated prior to this date should circumstances require a change in policy. However, the policy remains in force until updated.	18 July 2019
Policy Enforcement Officer: The Person within Kelvin Players responsible for enforcing of taking appropriate action in the event of policy breach	Current Chairman

This policy applies to all Members of Kelvin Players whilst involved in Kelvin Players' activities, and Associate Members or Friends of Kelvin. A Member is someone who has paid a membership subscription for the current membership year or is otherwise an Honorary Life Member.

This is the policy that we will follow if a complaint is made about someone's conduct or behaviour. This could be because someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has deliberately broken important safety rules.

Values and principles

Everyone has the right to complain: we take complaints seriously. No-one should be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: everyone should receive a proper response to a complaint, regardless of any other factors.

Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond.

Safety and welfare take priority: we will always give priority to concerns that affect safety and welfare.

Confidentiality: we treat complaints as confidentially as possible.

How to make a complaint?

If you have a complaint, it is often best to start by having a conversation. There are some suggestions below about who to speak to. They may be able to help to resolve your problem. You could also make a written complaint. The address for written complaints is at the bottom of this policy.

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. Anonymous complaints are accepted but it is often very difficult to look into these properly. It is easier for us to handle any complaint if as much detail as possible is provided.

Who to contact to make a complaint?

Complaints will be handled by the Management Committee. The Committee will nominate 2 people to look into the complaint, if needed will communicate with the complainant to obtain further information, and then make a decision and inform the complainant of the outcome. If the

complaint concerns a person or people on the Committee, those persons will not be present during any discussions or decisions. Useful contact details have been included at the bottom of this policy.

- The Chair or you can speak to any of the Committee Members including the Committee Liaison on each production.
- The Director or Production Manager of any production to which the complaint relates.
- Anyone else involved in the Club that you feel able to trust.

What will we do?

We will give an initial response to a complaint within 15 working days. If the matter is urgent, we will respond more quickly. We will investigate complaints fairly. This means that we will discuss the complaint with all relevant people. We will try to gather any information that may be relevant to handling the complaint.

Sometimes we will ask to show copies of information to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

How will I know what is happening?

Details of a contact person will be given. That person will make sure that the process is understood, and will help answer any questions or concerns that are raised. An update on the progress of the complaint will be given. If there are delays in handling a complaint for any reason, all parties will be kept informed.

What are the possible outcomes or results of a complaint?

In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities.
- An explanation or apology.
- An agreement to act differently in future.
- If an informal resolution is not suitable, then the Committee will look at the information about the case. We will make sure that the Committee considering the complaint does not include anyone directly involved with the complaint. The Committee might decide to take the following action:
 - Formal disciplinary action against a member (including expulsion)
 - Closure of your complaint without action

Is there anyone else I can talk to?

Sometimes it can be useful to speak directly to someone outside Kelvin Players if:

- You don't want to discuss the issue with someone at the Kelvin Players
- Your complaint is very serious
- Your complaint involves other organisations
- You need specialist advice

Contacts:

If your complaint is about matters arising during a production contact your Committee Liaison, any Committee Member or either of our Vice-Presidents, Mary McCallum or Richard Jones. You may also contact the Chair at the address below:

Chairman: Kelvin Players, 253b Gloucester Road, Bishopston, Bristol, BS7 8NY.

E-mail: chair@kelvinplayers.co.uk

1.1	12/11/2014	J. Wilkinson	Approved at Committee
2.0	18/07/2018	J. Wilkinson	Review and republish