



## **Complaints policy and procedure for Bedford Drama Company**

### **Introduction**

Bedford Drama Company is committed to providing a positive and inclusive environment for all members. We understand that occasionally concerns and complaints may arise, and we value feedback as an opportunity for improvement. This policy outlines the process for lodging complaints and the steps we will take to address them promptly and fairly.

### **Applicable**

This policy applies to all members, volunteers, participants, patrons, and stakeholders associated with Bedford Drama Company.

### **Definitions**

**Complaint:** An expression of dissatisfaction or concern about any aspect of Bedford Drama Company's activities, services, or conduct.

**Complainant:** Any individual or entity lodging a complaint.

**Respondent:** Any individual or entity against whom a complaint is made.

**Committee:** The body responsible for the management and administration of Bedford Drama Company

### **Lodging a Complaint**

Complaints can be lodged through the following channels:

- Verbally to any member of the Committee.
- In writing via email or letter addressed to any member of the Committee.

### **Procedure**

Bedford Dramatic Club- Registered Charity Number 271950

### **1. Receipt of Complaint**

Upon receipt of a complaint, the Committee will:

Acknowledge receipt of the complaint within 48 hours.

Determine the appropriate committee member or subcommittee to handle the complaint.

### **2. Initial Assessment**

The assigned committee member or subcommittee will conduct an initial assessment to:

- Gather relevant information and evidence related to the complaint.
- Determine the seriousness and urgency of the complaint.
- Identify the parties involved (complainant, respondent, witnesses, etc.).
- Assess whether informal resolution is possible and appropriate.

### **3. Investigation (if required)**

If the complaint cannot be resolved informally, the Committee will conduct a formal investigation, which may include:

- Interviewing relevant parties.
- Collecting documentary evidence.
- Engaging external advisors if necessary.
- Ensuring confidentiality is maintained throughout the process.

### **4. Resolution**

Following the investigation, the Committee will:

- Make a decision based on the evidence gathered.
- Inform the complainant and respondent of the outcome and any actions to be taken.
- Take appropriate remedial actions to address the complaint, which may include disciplinary measures, policy changes, or additional training.

## **Appeals**

If either party is dissatisfied with the outcome, they may appeal the decision within 5 working days by submitting a written request to the Committee. The Committee will review the appeal and provide a final decision.

## **Reporting and Monitoring**

The Committee will maintain records of all complaints received, including details of the investigation and outcomes. Regular reports on complaints received and actions taken will be presented at Committee meetings. This information will be used to identify trends, areas for improvement, and opportunities to prevent similar issues from arising in the future.

## **Confidentiality**

All parties involved in the complaints process must treat information confidentially and respect the privacy of individuals involved. Information will only be disclosed on a need-to-know basis for the purpose of investigation and resolution.

## **Review**

This policy will be reviewed annually by the Committee to ensure its effectiveness and relevance.

## **Contact Information**

For inquiries or to lodge a complaint, please contact:

**All committee-** [committee@bedforddramacompany.org.uk](mailto:committee@bedforddramacompany.org.uk)

**Chair** - Lorna Dawson- [chair@bedforddramacompany.org.uk](mailto:chair@bedforddramacompany.org.uk)

**Vice Chair**- Dawn Allen- [vicechair@bedforddramacompany.org.uk](mailto:vicechair@bedforddramacompany.org.uk)

**Secretary**- Liz Mitchell- [secretary@bedforddramacompany.org.uk](mailto:secretary@bedforddramacompany.org.uk)

**Treasurer**- Richard Moon- [treasurer@bedforddramacompany.org.uk](mailto:treasurer@bedforddramacompany.org.uk)

**Date of Approval:** 16.02.2024

**Next Review Date:** 29.07.2025

**Chair of Committee Chair:** Lorna Dawson

**Note: This policy is subject to change at the discretion of the Committee.**

