

## **Wivenhoe Musical Theatre Group**

### **Complaints Procedure – September 2024**

Wivenhoe Musical Theatre Group (WMTG) aims to put on shows and concerts and encourages their members to treat one and other with kindness and respect. In doing so this promotes an enjoyable experience for all throughout the rehearsal process and performances. Unfortunately, we need to be ready to deal with instances where this may not be the case for all. Consequently, we want to make members feel assured they can make a complaint in confidence and that it will be investigated by a panel made up of committee members.

Members can make a complaint initially by approaching a member of the committee who will explore whether an early amicable local resolution can be made to every party's satisfaction.

If this is not the case, then the complaint would need to be put in writing to and a panel of three committee members. The panel would want to find out what happened and what went wrong. If appropriate, the panel could make it possible for a member to discuss the problem with those concerned. If this is not appropriate, then the panel would then investigate the complaint. Dependent on the complaint, the panel will respond and state how it will deal with the issues raised and give a timescale.

If the complaint involves other members of the society, then the panel will undertake to hear both parties fully. The panel will strive to resolve the matter to both parties' satisfaction. However, if this is not possible the panel will deliberate and decide on the complaint and a course of action.

If this deliberation is not acceptable then an appeal can be made, and a new panel will look at the complaint and procedure and any new evidence/ statements that may come to light. This panel is free to come to its own deliberation which will be final.

September 2024