



Complaints Policy & Procedures

Ensuring a Positive and Supportive Environment

Introduction

Haslemere Players, as an amateur musical theatre group, is committed to maintaining a positive, supportive, and inclusive environment for all members, participants, volunteers, and audience members. We value feedback and take complaints seriously to ensure the wellbeing and satisfaction of everyone involved.

Scope

This policy applies to all members, volunteers, participants, and audience members who engage with our musical theatre group. It covers complaints related to behaviour, management, performance, safety, and any other issues that may arise during group activities or events.

Definition of a Complaint

A complaint is defined as an expression of dissatisfaction concerning any aspect of the group's operations, activities, or conduct of its members and participants. Complaints can range from minor concerns to serious grievances that require immediate attention.

Procedure for Filing a Complaint

Step 1: Informal Resolution

- 1.1. We encourage individuals to first address their concerns informally by speaking to the person involved, if appropriate, or by contacting a committee member.
- 1.2. Many issues can be resolved quickly and amicably through open communication and mutual understanding.

Step 2: Formal Complaint

- 1.3. If the issue cannot be resolved informally, a formal complaint can be filed.
- 1.4. Complaints should be submitted in writing to the Committee's designated Complaints Officer, either the Chair or Vice-Chair of Haslemere Players.
- 1.5. The complaint should include the following information:
 - Name and contact details of the complainant
 - Detailed description of the complaint
 - Names of individuals involved
 - Any relevant evidence or documentation



Step 3: Acknowledgment

- 1.6. Upon receiving a formal complaint, the Complaints Officer will acknowledge receipt within 5 working days.
- 1.7. The complainant will be informed of the next steps and the expected timeline for resolution.

Step 4: Investigation

- 1.8. The Complaints Officer or designated committee will carry out a thorough investigation of the complaint.
- 1.9. This may include interviewing involved parties, reviewing evidence, and consulting relevant policies and procedures.

Step 5: Resolution

- 1.10. After the investigation, the Complaints Officer will provide a written response detailing the findings and any actions to be taken.
- 1.11. Possible outcomes include:
 - Mediation between parties
 - Implementation of corrective measures
 - Disciplinary action if necessary
 - Recommendations for policy or procedural changes

Step 6: Appeals

- 1.12. If the complainant is dissatisfied with the resolution, they may appeal the decision.
- 1.13. Appeals should be submitted in writing within 10 working days of receiving the resolution.
- 1.14. The appeal will be reviewed by an independent panel of members of the society, and a final decision will be communicated within 20 working days.

Confidentiality

- 1.15. All complaints will be handled confidentially, and information will only be shared with individuals directly involved in the resolution process.
- 1.16. The Players is committed to protecting the privacy and dignity of all parties involved.

Retaliation

- 1.17. Retaliation against individuals who file complaints or participate in the investigation process is strictly prohibited.
- 1.18. Any instances of retaliation will be subject to disciplinary action.

Review and Monitoring

- 1.19. The complaints policy will be reviewed annually by the committee to ensure its effectiveness and relevance.



1.20. Feedback from members and complainants will be considered during the review process.

Conclusion

Our charitable amateur musical theatre group aims to foster a harmonious and respectful environment. By implementing this complaints policy, we ensure that concerns are addressed promptly and fairly, contributing to the overall success and camaraderie of our group.

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