



# Mid Powys Youth Theatre Policy and Guidance Complaints Procedure

## **Introduction**

Mid Powys Youth Theatre (MPYT), is committed to being a community with a culture of fairness, honesty and respect amongst all individuals, be they staff, volunteers or participants. However, where there is cause for complaint from any individual against staff, volunteers or fellow participating members, the following exists for guidance and these procedures must be observed.

# **Contents**

Introduction	1
Guidelines	3

## Guidelines

- Concerns about inappropriate behaviour, poor practice, bullying, threats or actual harm or abuse are some of the things that may be grounds for complaint.
- The complaint or concern should be reported as soon as possible to the Artistic Director. If the Artistic Director is not present then the complaint or concern should be reported to a staff member present who will follow these procedures but relay the concern/complaint to the Artistic Director as a matter of urgency. The Artistic Director will ultimately be responsible for dealing with complaints. In the case of a complaint against the Artistic Director a member of the board of trustees will assume responsibility for investigating the issue.
- The Artistic Director/member of staff shall listen to the person making the complaint and make a careful record, using the Complaint Record Form. In particular they will listen carefully to any child or young person who makes a complaint and take them seriously and be supportive.
- The Artistic Director/member of staff will explain to the person making the complaint what will happen next, and who exactly will be told about the matter.
- Other than the Artistic Director/member of staff, only people involved in the complaints procedures should know about the complaint. Confidentiality is essential to a fair and effective reporting process. A report to the Board of Trustees will be deemed part of the Complaints Procedure.
- If the complaint involves inappropriate behaviour on the part of a staff member, or a breach of the Code of Conduct (Staff) in respect of child protection, the Artistic Director/member of staff will take action in accordance with MPYT Policy and Guidelines for the Protection of Children and Young People.
- Matters that do not require reporting to the authorities or warrant internal disciplinary action will be investigated by the Artistic Director (supported by the member of staff present at the time of the incident if this is applicable). Involved parties, both the complainant and the alleged offender/s, will be asked what happened and appropriate action mutually determined. This may include changes in staffing arrangements, explanations, apologies and improved systems for the whole organisation.

- The complainant will be kept informed of the progress of the complaint through the complaints procedures and will be supported throughout to the closure of the complaint.
- Written records of the complaint, all actions taken in response to it, and their outcomes will be kept and stored confidentially. A full report including these records will be made available to the Board of Trustees at the earliest opportunity.
- The Board of Trustees and the Artistic Director will ensure that these procedures are reviewed biannually.

This policy will be reviewed by the board at least once biannually.

<b>Version No.</b>	<b>Approved By</b>	<b>Approval Date</b>	<b>Main Changes</b>	<b>Review Period</b>
1.0	Board	March 2024	Reviewed and approved	Biannually
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