# Complaints Policy and Procedure for Heddington Amateur Dramatic Society

## 1. Policy Statement

When a complaint or concern is received it is important that it is acknowledged and investigated in a timely and appropriate way. It is important that any investigations are thorough, fair, open and honest whilst ensuring that confidentiality is respected and maintained. It is important that we learn from any complaints and concerns and that we implement any appropriate action and learning.

This document provides the process through which complaints and concerns about the Heddington Amateur Dramatic Society (HADS) or an individual acting for HADS can be raised and resolved.

## 2. Responsibility

Overall and final responsibility for this complaint's procedure lies with the HADS Committee who will treat all complaints fairly and treat anyone making a complaint with respect.

Complaints can be made by HADS members, parents of members, other people associated with the club and members of the public affected by the club's activities.

The Committee will ensure that any complaint is managed confidentially in accordance with this Policy.

The Committee will communicate the existence of this procedure to members and publicise through one or more of HAD's communications methods.

## 3. Process

Any complaints and concerns should be raised as soon as possible. If possible and appropriate, the complaint or concern should be discussed with the people involved with an aim to resolve the problem immediately and informally. Any concerns raised should be reviewed by the committee to assess if there are any learning or improvements that can be implemented.

If the complaint or concern cannot be resolved informally, then the following formal process will be instigated.

A formal complaint can be made to the Committee through the following methods:

- Directly to a Committee member in writing
- Through the "Contact Us" form on the HADS website

Once a formal complaint is received, the Chair will set up an Investigation team which shall comprise of a minimum of 3 Committee members and who preferably have experience of formal complaints. It is not necessary for the chair to be a member of this team. This team will

be responsible for managing the complaint. No family member related to the either the person making the claim, or the person that the complaint is against shall be a member of this Investigation Committee.

The Investigation Committee will hold an initial meeting to discuss how to investigate the complaint and determine if any immediate actions are required e.g. Safeguarding. This meeting will have written minutes and actions. If a full investigation is required, then the Investigation Committee will appoint an investigator for the complaint.

The Complaint investigator will investigate the complaint. This will include a discussion with the person implicated in the complaint and any appropriate or relevant witnesses. The Complaint Investigator will discuss the allegations made with the individual implicated in the complaint and give them the opportunity to respond to the allegations. The Compliant Investigator will write a summary of the investigation including any interviews with the individual implicated and any witnesses. The Complaint Investigator will document the findings of the investigation and any recommendations in the report.

The Investigation Committee will review the report from the Complaint Investigator and agree any actions that need to be implemented. This will be in a formal action plan which will be present to the whole committee.

Following the investigation, the Chair of HADS will write to the complainant informing them of the outcome of the investigation and any agreed actions.

If the outcome of the investigation is that the member is to be expelled, the procedure for this is set out in The Constitution.

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Approved on behalf of the committee by the Chair

Signature: Jackie Williams

Date: 2.3.2026