

South Devon Players Complaints Procedure

If any team member of the South Devon Players or member of the public has a complaint or concern, that they would like addressed or discussed, they should contact the company directors (available via southdevonplayers@gmail.com or at any South Devon Players events.) at the earliest possible opportunity with any and all relevant evidence; IE screenshots, pictures, paperwork etc, if relevant.

We must stress that all concerns are treated seriously, but investigations may legitimately take a few days as it is only fair to hear all sides of an issue, meetings may need to take place, etc, and we can only act upon things which we are informed about; if you have a problem and do not contact us to let us know about it, in full detail, we cannot help you.

Your complaint or concern will be treated as confidential within the company directors, but any evidence will be examined by the directors and discussed therein, for the purposes of investigation, and deciding the most appropriate and fairest course of action in the situation.

If we require additional legal advice, or believe that you or someone else may come to harm, however, or if the law of the land requires that we do so, we reserve the right to inform officials of relevant bodies (i.e medical, law enforcement , trade union etc)

If your concern is about a company director or member of the senior production crew you should approach a different director or crew member, who will arrange for the concern/ complaint to be looked at by the remaining company directors. No company director, or senior production crew member is above, or should be perceived to be above, either the rules of the group, or of the country.

Depending on the type of incident, the course of action may range from (but is not limited to) taking someone aside for a private chat for something minor or accidental, to permanent suspension and a full investigation by the company directors.

All involved will be kept up to date where possible on the process of any investigation as soon as possible, bearing in mind previous clauses about confidentiality. If you feel that there has been a delay in the response, then you are most encouraged to contact a company director for an update at any time.

Nobody, for any reason, should feel unable to contact or speak to a company director or senior crew member member for any reason, and please be assured that all matters are handles with impartiality, confidentiality and as quickly as is possible.