

The South Devon Players Complaints & Grievance Procedure

If you have a complaint or grievance, about something that has happened with us, or where you feel that we have made an error, we want to know, and we act efficiently to respond and, wherever we possibly can, to put it right. We aim to deal with complaints fairly, professionally, and effectively, and try ensure that all complaints are handled in a consistent manner. Confidentiality and discretion will be maintained, as far as is possible, to safeguard all parties.

Who can complain?

Anyone we engage with. This includes audiences, participants, sponsors/funders, volunteers, self-employed actors or stage crew, people at the venues where we perform, consultants, collaborators, and trainees.

How to complain or raise a grievance:

Most concerns or complaints can be resolved informally.

Email is preferred, and if possible please attach any information, like screenshots, photos, etc, to assist the discussion and investigation. All information provided is subject to our Data Protection policy available at <https://www.southdevonplayers.com/governance-documents.html>.

In the first instance contact us on our direct number and/or via email. This ensures that your concern reaches the decision makers of the organisation who are able to take immediate action to resolve the complaint or grievance.

Ideally, you should address your complaint to us via southdevonplayers@gmail.com, or by phoning 07855 090589. This reaches the organisation founder; Laura Jury.

We have three volunteer Company Directors, and if you prefer to contact a different company director, it is completely acceptable to contact Mr Cedric Vince, who can be emailed on blackheartofbrixham@hotmail.com

What Happens Next?

You will receive an acknowledgement of your complaint within 5 working days (usually less), and you may be contacted to obtain any additional information that we may require to help us resolve the complaint.

You will receive a full response to your complaint within a maximum 28 working days of its receipt. Any extension of this time limit requires your consent.

If as a result of your complaint/ concern, disciplinary proceedings are taken against someone involved in any of our projects, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the outcome of your complaint outside of any disciplinary procedure.

If a criminal offence is alleged, then the police will be informed.

Can you take your concerns elsewhere?

Most certainly.

If you have contacted us and are not satisfied with the response, we would urge you to make contact with the entertainment trade union Equity : details at <https://www.equity.org.uk>

If you feel that someone is in danger, or that something illegal has happened, please feel free to call the Police on 101 or 999.