

Complaints Policy

Date: 14 August 2023

Revision: 1

1. Purpose

Waterdale Theatre Inc. (“we” or “us”) is committed to providing a safe and supportive environment for people to develop their skills and further their involvement in all aspects of theatrical performance and production. We acknowledge that, at times, members of the Waterdale community may feel aggrieved. We have developed this policy to ensure that complaints regarding Waterdale are handled consistently, fairly and promptly.

2. Scope

This policy applies to all members of Waterdale. This includes (without limitation) members of the Waterdale committee, production team, crew, cast and any other volunteers or members of the Waterdale community.

3. Definitions

- a. **Complainant:** Person who makes a complaint.
- b. **Respondent:** Person against or about whom a complaint is made.

4. Guiding Principles

We will be guided by the following principles when responding to complaints:

- a. Complaints will be responded to in a timely manner.
- b. Complainants will be provided with information about the complaint handling process, including a copy of this policy.
- c. Complainants will be listened to, treated with respect, and actively involved in the complaint handling process.
- d. We will take all reasonable steps to ensure that complainants and/or respondents are not adversely affected because a complaint has been made.
- e. We will take all reasonable steps to protect the privacy and confidentiality of all parties involved, where it is practicable and appropriate to do so.
- f. We will accept anonymous complaints if there is a compelling reason to do so and we will carry out a confidential investigation of the issues raised, if appropriate.

- g. We will ensure that information about how to make a complaint is publicly available. We will ensure that our complaints processes are easily understood and accessible to everyone.

5. Making a Complaint

- a. **Informal Complaint:** Complainants are encouraged to raise complaints, in the first instance, informally by speaking with the relevant person.
- b. **Formal Complaint:** If the complainant does not feel comfortable talking to the person directly or is not satisfied after making an informal complaint, the complainant may make a formal complaint **via text message** to the President.

Name: Jayden Faul
Phone: 0407 481 617

- c. If the President is unavailable, or it is not appropriate to complain to the President, the member may make a formal complaint **via text message** to the Vice-President.

Name: Matilda O'Riley
Phone: 0468 423 093

6. Formal Complaints Procedure

Note: Waterdale acknowledges that there is no 'one-size-fits-all' approach when responding to and resolving complaints. Our response to a complaint will depend on several factors, including the nature of the complaint and the wishes or needs expressed by the complainant or any other person affected by the complaint. Generally, we will follow the steps set out below.

- a. **Step 1:** We will acknowledge receipt of the complaint in a timely manner. We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. We will provide information to the complainant about the complaints handling process, expected time frames and possible outcomes.
- b. **Step 2:** We may ask the complainant to provide further information about their complaint.
- c. **Step 3:** We may meet and/or speak with the complainant to try to resolve the complaint, where appropriate. The complainant may be accompanied by a support person during any meeting with Waterdale.

- d. **Step 4:** We may meet and/or speak with the respondent to try to resolve the complaint, where appropriate. The respondent may be accompanied by a support person during any meeting with Waterdale.
- e. **Step 5:** We may assess or investigate the complaint. This will usually involve speaking with relevant people and gathering information about the circumstances surrounding the complaint.
- f. **Step 6:** We will keep the parties involved up to date on the progress and resolution of the complaint.
- g. **Step 7:** Following consideration of the complaint and any assessment or investigation into the issues raised, we will contact the parties involved and advise them of the outcome, the reasons for our decision, the resolutions that we propose to put in place and any options for review that may be available to the complainant.
- h. **Step 8:** If appropriate and if both parties agree to participate, we may facilitate an informal mediation between the complainant and the respondent to try to resolve the complaint.
- i. **Step 9:** If the complainant feels that the complaint has not been adequately resolved, they may follow the grievance procedure set out in the Waterdale Constitution.

7. Communication of this Policy

This Policy will be made available on the Waterdale website - <https://www.waterdale.org.au/>

Approved: Jayden Faul

Date for review: June 2024