



## Wigan Little Theatre Complaints Procedure

Wigan Little Theatre (WLT) values its relationships with volunteers and should a problem arise about which the volunteer feels aggrieved, the following procedure should be followed in order to settle all individual complaints and to avoid disputes between WLT and the volunteer.

### Stage One

A volunteer is encouraged to raise informally with a director or team leader any matter of concern at an early opportunity thereby enabling matters to be resolved without difficulty. The director/team leader will investigate the matter on behalf of the volunteer and respond to the volunteer as soon as possible after the issue is raised.

### Stage Two

If the matter is not resolved, the volunteer may refer the matter to a committee member, verbally and in writing. The committee member will acknowledge promptly the complaint verbally and in writing and advise the volunteer how the complaint will be investigated and the timescale involved. The committee member will endeavour to produce a written statement of the complaint and the result as soon as possible after the referral.

### Stage Three

If the matter still remains unresolved the volunteer may refer the matter to a sub committee in writing. This panel, which should be specifically convened to hear the volunteer's complaint, should consist of the chair of the trustees, and two other trustees. None of the members of the appeal committee should have been involved in any prior stage of the complaints procedure. If the chair has been involved, the deputy chair or treasurer should act in place of the chair. The appeal committee will meet as soon as possible to consider the facts of any unresolved complaint and decide the outcome. The volunteer is entitled to attend the hearing to put forward his/her complaint and may be accompanied by a representative.

### Note

If the volunteer feels unable to raise his/her complaint with the director or team leader, the volunteer's complaint relates to or is associated with the organiser/co-ordinator, the volunteer should proceed directly at Stage Two.

*Wigan Little Theatre is a voluntary organisation run by and for anyone interested in providing high quality, wide-ranging, traditional and innovative theatre, accessible to all.*

Introduced 2022. See also WLT's Safeguarding Policy, Safeguarding Procedure, Code of Conduct and Behaviour at [wiganlittletheatre.co.uk/join us](http://wiganlittletheatre.co.uk/join-us)