

Stevenage Lytton Players

Complaints Policy and Procedure



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1. Purpose and Scope

- 1.1. The Stevenage Lytton Players (SLP) aims to create an enjoyable, inclusive, and respectful environment for all members, volunteers, staff and audiences. This Policy and Procedure sets out how you and others can raise concerns or complaints, and ensures that these will be handled promptly, fairly, and respectfully.
- 1.2. This Policy and Procedure applies to:
 - SLP Members and Friends
 - Volunteers, staff, production teams and committee members
 - Parents/guardians of youth members
 - Audience members, or members of the public who have contact with the group
- 1.3. This Policy and Procedure covers complaints about language, behaviour, decisions, actions and anything else that breaches the SLP Code of Conduct (agreed to as a condition of membership), or that may negatively affect individuals or the group's activities.
- 1.4. This Policy and Procedure does not cover artistic disagreements or casting decisions, unless there is evidence of discrimination or misconduct.

2. Policy Statement

- 2.1. We value constructive feedback and will investigate all complaints in confidence, aiming for a swift and fair resolution.
- 2.2. We aim for high standards in everything we do, but we recognise that this is not always possible. We take complaints seriously, and when we make a mistake, we want to know about it and do our best to put it right.
- 2.3. We will:
 - (a) Provide you with a fair, clear and easy to use complaints procedure if you wish to make a complaint or report a concern;
 - (b) Publicise our procedure so everyone knows how to contact us and what to expect;
 - (c) Ensure that everyone at the Society knows what to do if we receive a complaint;
 - (d) Investigate complaints promptly, seriously and with respect for all parties, ensuring they are addressed wherever possible;

- (e) Record complaints in a Complaints Log and monitor them to help us improve what we do; and
- (f) Ensure that no one will be treated unfavourably for raising a genuine concern.

3. Confidentiality

Complaints will be treated confidentially. Information will be handled sensitively in accordance with the Data Protection Act 2018. Only those directly involved in the complaint process — and who need to — will have access to relevant confidential information.

4. Responsibilities

Overall responsibility for this Policy and its implementation lies with our Executive Committee and Trustees, who will review it regularly and update as required.

- The Secretary logs and coordinates complaints.
- The Chair reviews complaints and ensures appropriate action.
- The Executive Committee are informed of serious or unresolved complaints and ensures appropriate action.
- The Trustees will make the final decision regarding a recommendation by the Executive Committee on the removal of a member of the society, in accordance with para 9(4)(a)(iv) of the SLP Constitution dated 24 November 2024.

5. How to complain

5.1. All complaints and concerns should be raised as soon as possible after the incident, ideally within 30 days.

5.2. *Stage 1 - Informal Resolution*

- (a) Where appropriate, you should first try to resolve the issue informally by speaking directly to the person(s) involved or a relevant committee member (e.g., the Production Manager or Director). Many issues can be resolved quickly through open discussion and clarification.
- (b) If you are uncomfortable doing so, or the matter is serious, you may proceed to Stage 2.

5.3. *Stage 2 - Formal Complaint*

- (a) If the issue cannot be resolved informally, you may submit a formal complaint by writing to the Secretary of the SLP Executive Committee:

The Secretary
Stevenage Lytton Players
The Sishes
Vardon Road
Stevenage
SG1 5PZ

Or email secretary@lyttonplayers.co.uk

- (b) When you make a formal complaint please tell us:
 - Your name and contact details
 - Why you are making the complaint;

- A clear description of the concern or incident;
 - Date(s), time(s), and people involved (if known);
 - Any steps already taken to resolve the issue.
 - What you would like us to do; and
 - If appropriate, details of any witnesses or evidence that support your complaint.
- (c) Your complaint will be recorded and acknowledged within 7 days of receipt. We may ask you for further information to help us resolve the matter.
- (d) The Executive Committee (or a sub-group appointed by it) will investigate the complaint, speaking with all relevant parties where necessary.
- (e) We will provide you with a written response within 21 days, outlining:
- The findings of the investigation; and
 - Any actions to be taken or recommendations made, including steps we will take to avoid a repeat occurrence and/or to improve our activities.
- (f) If the investigation cannot be completed within this time, we will inform you of the delay and give you an updated timescale.
- (g) We will treat you with understanding, patience and respect at all times. We respectfully ask that you do the same in return.
- (h) Please note that we cannot guarantee that complaints made on social media channels will be seen or responded to within the above timescales, as we do not have sufficient resources to monitor these.

5.4. *Stage 3 - Appeal*

- (a) If you are dissatisfied with the outcome, you may submit an appeal in writing to the Chair, Secretary, or another member of the Management Committee member not previously involved, within 7 days of receiving the decision.
- (b) Your appeal will be reviewed by a panel of 3 Executive/Management Committee members and/or Trustees not involved in the original investigation. The panel's decision will be final, and we will write to you within 21 days with the outcome.

6. **Serious Concerns**

- 6.1. If your complaint involves allegations of bullying, harassment, discrimination, safeguarding concerns, or illegal activity, it should be reported immediately to the Chairperson, Safeguarding Officer, or, in the event that the allegation is against one of the aforementioned, the Chair of the Trustees.
- 6.2. Such cases may require external advice or referral to relevant authorities.

7. **Anonymous complaints**

- 7.1. Anonymous complaints will be recorded and any facts available looked into. Everyone involved in our activities, even incidentally, has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.
- 7.2. Anyone wishing to complain is strongly encouraged to provide the information requested above and their contact details.

8. Record Keeping

- 8.1. All complaints and their outcomes will be recorded confidentially by the Secretary and retained for a minimum of 3 years.
- 8.2. Records will be used to identify any recurring issues and to improve the group's practices.

9. Review

This procedure will be reviewed by the Management Committee and/or Trustees every two years (or sooner if required) to ensure it remains fair and effective.

Approved by the Trustees of the Stevenage Lytton Players

17 November 2025