

## Stables Theatre and Arts Centre Grievance Procedure

### Introduction

1. We understand that at times people who are connected with the Stables may have concerns about the manner in which they have been treated and would wish to bring it to the attention of the theatre management.
2. We want to ensure that any issue is appropriately dealt with and, as far as possible, resolved quickly to the satisfaction of all concerned.
3. All issues (including any records produced and any action to be taken) will be handled with discretion and will be kept confidential to those involved as far as possible.
4. When it is necessary to contact anyone other than the person raising an issue the importance of confidentiality will be emphasised.
5. It may be necessary in some circumstances to report details of the issue to others, if this is the only way that appropriate action can be taken. For example, it may involve reporting to outside agencies, i.e. safeguarding where confidentiality cannot be guaranteed.

### Informal Steps

6. If you wish to raise any concerns please first do so informally with the appropriate person or any member of the Council
7. The Council member will attempt to resolve the issue by discussing it with you and with any others involved, they will then report the outcome of such discussions to the next meeting of the Council.

### Formal Procedure

8. If the issue is not resolved informally or where you consider it inappropriate for informal discussions the details of the grievance shall be given in writing to the Chairman of the Stables Theatre Council.
9. The grievance will be considered within 14 days of its receipt by the Chairman and by a panel appointed from members of the Council.
10. The panel may carry out such investigations as it considers appropriate before reaching a decision, which shall include meeting you and if necessary any other persons involved.
11. Every effort will be made by the Council to resolve any issues as soon as they can. This will depend on the circumstances and the nature and complexity of the issue raised, the investigations undertaken and the availability of people whose input is necessary to resolve the grievance. The decision of the panel will be communicated in writing to you as soon as reasonably practicable after the meeting with you.
12. The decision of the Council will be final.