

COMPLAINTS & GRIEVANCE PROCEDURE

Policy Statement

Wexford Light Opera is committed to providing a safe environment for our members, cast, crew and volunteers in addition to our audience members and members of the public. From time to time, we may not live up to expectations and as a result the following complaints and grievance procedure applies. We will.

- Facilitate and process a complaint that is relevant to the activities that WLOS provides or the volunteers and members that support these activities.
- Deal with a complaint in a fair, transparent, and timely manner and seek a resolution at first point of contact where possible.
- Accept a complaint through a third party on behalf of a complainant provided they have consent to do so.
- Take each complaint seriously, treat them equally, with sensitivity and in confidence.
- Investigate complaints where it has not been addressed satisfactorily by the committee.
- Provide advice to individuals on best practise to mitigate and address complaints they have with a third party where it is related to volunteering.
- Not respond to abusive or anonymous complaints.
- Respond to any official complaint in writing (electronic or paper) and document and record all aspects of the complaint.

Purpose

To set our code of conduct for dealing with complaints and to ensure that they are dealt with and managed fairly, efficiently and effectively.

Scope

This applies to all members and committee members who may be involved in managing a complaint made to or about us. It also applies to volunteers (present or past) and any other individuals or bodies who have engaged with us and wish to make a complaint.

Responsibilities

The Chairperson is responsible for ensuring that the policy and the procedures are implemented efficiently and effectively. All other members and committee members are expected to facilitate this process.

Procedure

Facilitation:

Complaints can be made by an individual or an organisation to any committee member, volunteer or member of production team at any time verbally or in writing. A formal complaint may be made by a third party on behalf of an individual. If this happens the following applies –

- Inform the individual that they must provide proof that the complainant has given their consent for them to act on their behalf

- Provide them with the complaints for that will afford the opportunity for the complainant to sign to confirm their consent.

Managing

Should we receive a complaint that is relevant to our work or representatives, the following applies –

Step One – Early Resolution

1. Once a complaint is received:
 - a) Discuss the complaint with the complainant and attempt to agree a way forward or a solution that suits both parties.
 - b) Aim to resolve the complaint immediately, where possible.
2. If resolved:
 - a) Record the details on file.
3. If unresolved, inform the complainant:
 - a) That they can make a formal complaint
 - b) That it must be submitted in writing to the Chairperson, or if in relation to the Chairperson, to the Vice Chairperson or other officer on the committee.
4. Document the details on the complaints resolution form.
5. Inform senior management of the complaint.

Step Two – Formal Complaint

If a formal complaint is received, the following applies:

- 1) It should be referred to the Chairperson, or if in relation to the Chairperson to the Vice Chairperson or other officer on the committee.
- 2) The complainant must be contacted within 5 working days to acknowledge receipt of the complaint and outline the course of action to be taken.
 - a) Inform the complainant of the name of the person(s) dealing with the complaint.
- 3) The representative(s) will undertake an investigation of the complaint.
 - a) Contact the complainant to confirm the details of their complaint and what outcome they are hoping for.
 - b) This process must be completed within 30 days of receipt of the complaint
 - c) Where the investigation takes greater than 30 days, the complainant must be notified.
 - d) When the investigation is complete the complainant will be notified in writing of the outcome electronically or using the complaints resolution form.
- 4) Inform the complainant that if they are not satisfied with the outcome they appeal the decision to the committee writing within 10 working days.
 - a) A representative of the board of directors will be appointed to carry out the review who will report the outcome to the board.
 - b) The decision of the board will be final.

Monitoring & Review

The Chairperson will monitor any complaints monthly to ensure they are being dealt with in the agreed time period and to the satisfaction of the complainants. The procedures will be reviewed by the Chairperson and committee annually or sooner if required. The policy will be reviewed annually by the governance committee or sooner if required.