

## Complaints

*First Act Arts is committed to providing a positive and respectful environment for all participants. However, we understand that concerns or complaints may arise from time to time. This policy outlines the procedure for addressing and resolving complaints in accordance with UK guidelines and compliances.*

### Scope

This policy applies to all members, participants, volunteers, and staff associated with the First Act Arts.

### Definition of Complaint:

A complaint is defined as an expression of dissatisfaction or concern related to any aspect of the First Act's activities, conduct, or decisions.

### Principles:

- All complaints will be treated seriously and confidentially.
- First Act is committed to resolving complaints promptly and fairly.
- Participants will not face any repercussions for making a complaint in good faith.

### Procedure:

#### a. Informal Resolution:

- Encourage individuals to address concerns directly with the person(s) involved or the relevant party, whenever possible.
- If the complaint remains unresolved, proceed to the formal procedure.

#### b. Formal Procedure:

##### i. Submitting a Complaint:

- Complaints should be made in writing (physically or digitally) and addressed to Christopher Phillips.
- Provide a clear and detailed description of the complaint, including names, dates, and any relevant evidence.
- Christopher Phillips will acknowledge receipt of the complaint within five working days.

##### ii. Investigation:

- Christopher Phillips and the SLT will conduct a thorough and impartial investigation.
- All parties involved will be given an opportunity to provide their perspective.
- The investigation will be completed within 20 working days, but this period may be extended if necessary.

iii. Resolution:

- Christopher Phillips will communicate the outcome of the investigation in writing.
- If the complaint is upheld, First Act Arts will take appropriate action to resolve the issue and prevent a recurrence.

iv. Appeal Process:

- If the complainant is dissatisfied with the resolution, they may appeal within 10 working days.
- The appeal will be reviewed by a designated appeals panel, which may include external representation.
- The decision of the appeals panel is final.

## Documentation and Records:

All complaints, investigations, and resolutions will be documented and securely stored. First Act will review and analyse complaints periodically to identify areas for improvement.

## Communication:

Regular updates will be provided to the complainant during the investigation process. First Act will communicate the outcome of the complaint and any actions taken to relevant parties.

## Review and Improvement:

This policy will be reviewed annually to ensure its effectiveness and compliance with UK guidelines. Feedback from the complaints process will be used to improve policies and procedures.

## Contact Information:

The Complaints Officer for the drama group is Christopher Phillips, Artistic Director (07853105073)

This Complaints Policy and Procedure will be made available to all members and participants and can be accessed on First Act's official website.