

INCIDENTS AND COMPLAINTS POLICY AND PROCEDURES

1. Purpose

The purpose of this policy is to outline a clear, fair, and transparent process for reporting, recording, investigating, and resolving incidents and complaints within Numurkah Singers Theatre Inc. This ensures a safe, respectful, and accountable environment for all members, participants, volunteers, and visitors.

2. Scope

This policy applies to:

- All committee members, subcommittee members, volunteers, performers, crew, members, and attendees
- All programs, performances, rehearsals, events, and activities under the name of Numurkah Singers Theatre Inc
- All incidents involving physical, emotional, or psychological harm, as well as complaints relating to behaviour, safety, or organisational practices

3. Policy Statement

Numurkah Singers Theatre Inc is committed to:

- Ensuring that all incidents and complaints are addressed promptly, fairly, and confidentially
- Maintaining a safe and respectful environment for children and adults alike
- Supporting open communication and continuous improvement
- Meeting legal obligations under relevant legislation (e.g. child safety, WHS, discrimination laws)

4. Definitions

- Incident: Any event that results in harm, injury, damage, or presents a risk to safety, including near misses.
 - Complaint: Any expression of dissatisfaction, concern or grievance related to behaviour, conduct, safety, or governance.
 - Complainant: The person making the complaint.
 - Respondent: The person about whom the complaint is made.
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5. Procedures

5.1 Reporting an Incident or Complaint

Reports can be made:

- Verbally or in writing to a Committee Member or the designated Complaints Officer
- Anonymously (though this may limit the response)
- Using a designated form (e.g. Incident Report or Complaint Form)

Reports should include:

- Date, time, and location of the incident or issue
- Who was involved and/or affected
- A clear description of what happened
- Any witnesses or evidence (e.g. photos, written statements)

5.2 Responding to a Report

1. Acknowledgement
 - The report is acknowledged within 5 days of receipt.
2. Initial Assessment
 - Determine whether it is a safety issue, interpersonal complaint, misconduct, or policy breach
 - Immediate action is taken if there is risk to health or safety
3. Investigation
 - Gather facts from all parties involved
 - Maintain fairness, confidentiality, and impartiality
 - Seek external advice or mediation if necessary
4. Resolution
 - Possible outcomes include: apology, behaviour agreement, training, changes to procedures, removal from role or activity, or external reporting (e.g. to Police or regulatory bodies)
 - Both parties are informed of the outcome, within privacy limits
5. Record Keeping
 - A written record of the complaint or incident, process and outcome is retained securely
 - Reports are de-identified for reporting to the Committee where necessary

5.3 Serious or Critical Incidents

The following must be reported immediately to the President or designated authority:

- Allegations of abuse, misconduct or criminal behaviour
- Injuries requiring medical treatment
- Incidents involving children or vulnerable persons
- Threats to safety, fire, or serious property damage

These may also require reporting to external authorities.

6. Support for Involved Parties

- All persons involved are treated with dignity and respect
 - Support is offered (e.g. referral to support services, opportunity to bring a support person to meetings)
 - Retaliation or victimisation for making a report is not tolerated
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7. Continuous Improvement

- The committee will review incidents and complaints periodically to identify trends
- Policies and practices will be updated accordingly
- Feedback from parties involved may be used (with consent) to improve processes

8. Responsibilities

Role	Responsibilities
President	Ensure this policy is implemented and reviewed
Secretary	Maintain documentation and ensure privacy
Complaints Officer	Receive, investigate and report on incidents and complaints
Committee Members	Promote safety and respond appropriately to concerns

9. Privacy and Confidentiality

All information related to complaints and incidents is handled sensitively and stored securely, in line with the Privacy Policy and Data Retention Policy of the organisation.

Document Control

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