



The Queen Mother Theatre

Incorporating The Bancroft Players, Big Spirit Youth Theatre and The Bancroft Juniors

The QMT Complaints & Grievance Policy

December 2023



Complaints Procedure

The Executive Committee (EC) of the Queen Mother Theatre has established a procedure for consideration of complaints by members relating to the management of the theatre, and its membership.

The procedure, which the EC, may amend, or revoke from time to time shall be made available to any member.

Allegations

A member or officer of the theatre (or the personal representative of a deceased member) who considers that another member or any officer, or trustee has committed one or more of the offences within the Code of Conduct and or in breach of any health and safety or safeguarding rules, can ask the appointed Welfare Officers to investigate the allegation by submitting a written notice marked 'complaint' to the named Welfare Officer or any member of the EC.

Members can also use the dedicated email address to contact the Welfare Officers – welfare@qmt.org.uk

Investigation

The Welfare Officer and/or Chairman shall decide who is the most appropriate person to act as an investigating officer and carry out preliminary enquiries into the allegation.

If preliminary enquiries by the investigating officer led them to conclude that the allegation is trivial, vexatious, lacking in evidence, or is not sufficiently particularised despite the complainant being given the opportunity to clearly particularise the complaint, it shall be dismissed on the grounds that there is no case to answer.

If preliminary enquiries reveal a case to answer, the allegation(s) shall be forwarded to the Welfare Officer(s) who shall proceed to investigate further.

This will include giving the member alleged to have been in breach of the rules the opportunity to comment and provide possible mitigating circumstances if applicable.

If the Welfare Officer(s) and/or the Chairman consider that sanctions are needed the matter will be referred to the Disciplinary Committee.

Disciplinary Committee

A Disciplinary Committee shall consist of the sitting Executive Committee, as elected by Members.

The Welfare Officer/investigating officer shall present the Disciplinary Committee with a report outlining the complaint and investigation. It should also present proposed

possible sanctions/penalties and the reasons why it believes the recommended penalty is fair and appropriate.

Any person who is the subject of a disciplinary allegation or the complainant shall not be present when the Committee considers the report of the Disciplinary Committee and shall take no part in the Committee's decision on any penalty.

Penalty Decisions

The Disciplinary Committee may not vary the decision of the Welfare Officer as to whether to uphold the allegation(s). The Disciplinary Committee's role is to determine what, if any, penalty is appropriate. In doing so it will consider the penalty recommendation of the Welfare Officer, but it is not bound by that recommendation.

Any penalty decision requires that at least 70% of the Executive Committee are present when the decision is taken.

By a vote in favour by more than 70% of those Members present, the Committee may impose in relation to each allegation any of the following penalties:

1. Expel from membership of the society, in which case all that person's dues, levies, subscriptions etc paid to that date shall be forfeited. *
2. Suspend membership of the society for such period as the Disciplinary Committee thinks fit.
3. Issue a formal reprimand**

The decision of the Disciplinary Committee is final and there is no appeal process.

*This does not include expenses owed to the Member for costs accrued for the theatre/society

** Any formal reprimand will remain on file for a period agreed by the DC. This will be a period of no less than 12 months and no more than 36 months.