



## **COMPLAINTS PROCEDURE**

Lewisham Youth Theatre (LYT) wants everyone who works with or for LYT to be treated fairly and respectfully at all times. The Complaints Procedure aims to enable everyone involved with LYT activities to raise and resolve any problems with/between individuals or with LYT's process or procedures. LYT wishes to ensure that any complaints are dealt with swiftly, and fairly.

If your complaint is about an issue regarding safe-guarding (the concern that someone is being or may be harmed), bullying or discrimination, please also read LYT's Safe-Guarding, Anti-Bullying and Equal Opportunities policies for specific procedures for these issues. If your complaint is about how LYT uses or has used the information you give us, please also read our Data Protection Policy. For complaints regarding behaviour within sessions, please also read our Terms and Conditions for members.

### **Step One: Address Problem Informally**

In the first instance, you should try to discuss any complaints, problems or difficulties with the person with whom you have the problem. If this is not possible or you don't feel comfortable talking directly to the person, you should raise the complaint with the staff member in charge of the activity. The lead staff member will talk to both parties and try to agree an acceptable solution for both.

If the problem cannot be resolved in this way, please talk to the Artistic Director Helen Stanley. The Artistic Director will talk to all parties to try to find an acceptable solution for all involved.

### **Step Two: 1<sup>st</sup> Formal Complaint**

If a mutually acceptable solution cannot be found, you should write to the Artistic Director to request a meeting with a member of the Council of Management (LYT's Board of Trustees). If possible, please note in your complaint what days/times would be best for you to meet.

The Artistic Director will forward your complaint to the Council of Management, and will respond to you, usually within 2 weeks, with a potential date to discuss your complaint. You are welcome to bring a friend or family member along to support you. The Council of Management member hearing your complaint will take notes at this meeting and will write down any agreed solutions. These notes will be shared with you.

If you feel you are being discriminated against or harassed or if your problem is otherwise too sensitive to raise with the Artistic Director, you may write directly to the Chair of the Council of Management (details below).

### **Step Three: Consideration by the Council of Management**

If a mutually acceptable solution cannot be found after an initial meeting, you can request that your complaint be taken to the full Council of Management. You should write to the Council of Management member (Trustee) who heard your complaint outlining any further information that you believe should be brought to the full Board of Trustees.

The Trustee will forward your complaint and the notes from your meeting to the Council of Management, and your complaint will be discussed at a Council of Management meeting. The Council of Management may request that you attend part of this meeting to discuss your complaint in more detail. You are welcome to bring a friend or family member along if you attend the meeting.

The Council of Management will consider your complaint and provide a response in a written reply. Any decision made by the Council of Management at this stage will be final.

**Artistic Director:**

Helen Stanley:  
020 8690 3428  
h.stanley@lewishamyouththeatre.com

**Council of Management:**

Genine Whitehorne, Chair  
*Please contact LYT for the Chair's direct  
contact details:*  
*info@lewishamyouththeatre.com*

Reviewed on: May 2018

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