

## WADAMS Complaints Policy & Procedure

WADAMS views complaints as an opportunity to learn from experience and improve for the future, as well as a chance to make amends with the person or organisation that has made the complaint.

### Our policy is:

- To provide a fair complaints procedure, which is clear and easy to follow for any person(s) wishing to make a complaint.
- To publicise the existence of this policy so people are aware of the procedure to lodge a complaint with the society.
- To ensure everyone at WADAMS understands what steps to take if a complaint is received
- To make sure all complaints are investigated fairly and in a timely manner
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To review complaints annually, to identify any trends and to use the collated information to improve the way we work at WADAMS

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justifiable or not, about any aspect of WADAMS.

### Where Complaints Come From

Complaints may come from any person or organisation that has interacted with or has an interest in WADAMS.

Where a complaint is received by a performance venue / hiring company and the complaint is directly related to WADAMS or a WADAMS production, the complaint will be passed to the society to deal with directly. There will be no requirement to keep any 3<sup>rd</sup> parties up to date with the progress of any complaint unless deemed appropriate by the management committee.

A complaint will only be treated as such, if it is received via email or in writing.

### Confidentiality

All details surrounding and including the complaint will be handled sensitively, on a need to know basis in line with the 2018 General Data Protection Regulations.

### Responsibility

Overall responsibility for this policy and its implementation lies with the WADAMS management committee. In line with agreed best practice, this policy along with all other WADAMS policies will be reviewed annually.



## Complaints Procedure

### Publicised Contact Details for lodging a Complaint:

Complaints may be sent care of the WADAMS Management Committee to;

WADAMS HQ  
Gordon Street,  
Workington,  
Cumbria,  
CA14 2EN.

Or by e-mail to [wadams@wadams.org.uk](mailto:wadams@wadams.org.uk).

### Receiving Complaints

Complaints may only arrive through channels publicised for that purpose.

WADAMS will not accept complaints made verbally to members present at productions or other public events. The society will not follow up on any verbal complaints unless said complaint was then submitted to the society in writing.

Where a verbal complaint is made, members should advise the complainant of the procedure to lodge a formal complaint if the individual desires to do so.

### Stage One Complaints Procedure

On receiving a complaint, the management committee will be notified and an agreed Society official must record the details of the complaint on the complaints log, located in the Complaints folder in the Societies Drop Box account. The agreed official will then manage the complaint throughout the Stage 1 process - until a resolution is found.

- At this stage full Management investigation is not required, unless deemed appropriate due the nature of the complaint.
- Other persons may be asked to assist with the investigation and resolution of the complaint as deemed appropriate.
- If the complaint relates to a specific individual, said individual should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint on behalf of the society within **7 days**.

- The acknowledgement correspondence will confirm who is dealing with the complaint: it will provide an estimated timescale of when they can expect a formal response to their complaint.
- Upon acknowledging the complaint, the complainant will also be provided with a copy of this policy.

Ideally complainants should receive a definitive reply within **four weeks**. If this is not possible a progress report will be sent with an indication of when a full reply will be given.

The formal response to the complainant will describe the action taken by the society to investigate the complaint, the conclusions drawn from the investigation, and any action taken as a result.

### Stage Two Complaints Procedure

If the complainant feels that the problem has not been satisfactorily resolved during the Stage One review, they can request that the complaint is reviewed in depth by the full management committee – Stage 2 Review.

A management meeting will be called to review the complaint at the earliest opportunity and the committee will be advised in full of the complaint made, the investigation already undertaken, its findings and the response given at the conclusion of the Stage 1 review.

The request for a stage 2 review should be acknowledged within **7 days**.

The management committee will then investigate the complaint and facts of the case themselves and this will also include reviewing any findings of the Stage 1 review.

- If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
- The person who dealt with the original complaint at Stage One should be kept informed of the progress of the Stage 2 review.

Ideally Stage 2 complainants should receive a definitive reply within **four weeks**. If this is not possible a progress report will be sent with an indication of when a full response will be given.

As per the Stage 1 response provided, the Stage 2 response will describe the action taken by the society to investigate the complaint at both stages, the conclusions drawn from the investigation, any action taken as a result.

The decision taken at this stage is final, unless the management committee deems it appropriate to seek external assistance with the resolution.

### Variation of the Complaints Procedure

The management committee may, if deemed appropriate, vary the approach taken towards investigating / resolving the complaint. This may be necessary to avoid a conflict of interest, for example, a Stage 2 review into a complaint lodged against the Chair should not be led by the chair.