



Registered Charity No: 1123523

Chairperson

Geraldine Richards
Mob: (07586) 350782
CDGChair@outlook.com

Secretary

Manda Moore
CDGSecretary@outlook.com

Treasurer

Andrew Martin
Mob: (07795) 262627
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Centenary Drama Group and CD Kids Complaints Policy

(Updated & presented at AGM 2025)

1. Principle:

The Society will try to resolve problems informally *wherever possible at the time of the complaint being brought to their attention*. An effective response and appropriate redress will be provided to all complaints as quickly as possible dependent upon the complexity of the issues raised and taking into account the Society's Committee meets once a month. However, the committee will call a special meeting in the case of a serious problem if one arises.

This Policy relates to complaints regarding the conduct and behaviour of all Members, Committee Members, Production Team Members and Trustees and typically applies to complaints made by Production Team Members, Members of the Society, Committee and Trustee Members and also parents of Members.

There may be some circumstances where the Society may deal with complaints from people who do not fall into the above category. These procedures outlined in this Policy also applies to these situations.

• Obligations

Complainants will be made aware that there is a complaints procedure and copies of this policy will be given to the complainant once a complaint has been made.

• Dealing with Complaints

At each stage the panel of Committee Members investigating the complaint will ensure that they:

A.

- Clarify the nature of the complaint.
- Clarify what the complainant feels would put things right.
- Interview all parties involved in the matter, allowing representation if they so wish.
- Keep appropriate notes of any interview held.
- *The Committee will ensure that any complaints received are not sent to any persons that the complaint directly involves.*

B.

- At each stage, the Panel investigating the complaint will seek ways to resolve the complaint satisfactorily. It may be appropriate to offer one or more of the following:
- An acknowledgement by the panel that the situation could have been handled differently (this is not the same as an admission of negligence).
- An apology
- An explanation

1. All complaints will be recorded by the Society including informal complaints. The Chairperson or Child Protection Officer is responsible for ensuring that all complaints and their outcomes are reported to the Committee

2. Records relating to individual complaints are confidential.



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3. Complaints Procedures

A. Informal Complaints

Verbal complaints may be made to Committee Members/Trustees/or Members of the Production Team in charge of a production at the time, at the beginning or end of a rehearsal.

B. Formal Complaints

The Complainant will write to the Society with details of:

- The complaint
- Any attempt they made to raise/resolve the complaint (who they spoke to and when);
- Actions they feel might resolve the issue.
- Any Committee Member or Trustee they would prefer not to discuss the issue with.
- *The Committee will ensure that any Complaints are not sent to any persons that the Complaint directly involves.*

If the Complainant is not satisfied with the response, they must inform the Society in writing with details of their previous communication and the reason why they are still not satisfied. A member of the Investigating Panel will respond within 14 working days. This timescale may be reasonably extended if the nature of the complaint is judged by the Investigating Panel to be of a complex nature and requires to be further discussed at the next month's full Committee Meeting.

4. Constitution of the Panel

- The Panel will consist of at least 3 people. The Committee agreed that the panel be made up of members of the committee, trustees and members of the group. The panel will be picked from these people, if or when needed, to suit the complaint.
- At least one of the Members of the Panel will be independent of the Committee.
- No Member of the Panel can be who may have a conflict of interest in the complaint or be a cause of the complaint.

5. Remit of the panel

The Panel will have the power to:

- Dismiss the complaint in whole or in part.
- Uphold the complaint in whole or in part.
- Decide on the appropriate action to be taken to resolve the complaint.
- Recommend changes to the Society's Constitution and Rules to ensure that problems of a similar nature do not occur; and
- The decision of the investigating Panel/Committee is final.



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Dealing with persistent complaints

In the case of vexations or persistent complaints the Committee will inform the Complainant (or complainants) in writing that the procedure has been exhausted and that the matter is closed.

6. Responsible person

The person responsible for co-ordinating the complaints procedure for the society will be either the Chairperson, Vice chairperson, or the Child Protection Officer.

This policy will be reviewed annually in April following the AGM and the appointment of the committee for the following year.

Signed on behalf of the trustees and committee members

Signed:

Printed:

Chairperson

Date: April 2025

Centenary Drama Group
& CD Kids



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