

# Complaint and Dispute Resolution Policy



## Preamble

This Complaint and Dispute Resolution Policy aims to provide a structured approach to resolving complaints and disputes that is fair and equitable, and that will lead to solutions that are acceptable to all parties.

Rockhampton Little Theatre (“RLT”) is an incorporated association and a community theatre group. Everyone associated with RLT is a volunteer. Theatre, by its very nature, must allow for feedback and constructive criticism. The only people who are able to provide feedback to cast and crew in productions are the director and if there is a stage manager, the stage manager during the actual productions. It is not appropriate for any other person to comment on or to the cast or crew. If any person has any commentary on another person, that should be discussed with the director, privately, who will then make a decision as to what action to take, if any. Disrespectful or inappropriate comments are not welcome and not necessary.

The only other place comments, feedback or constructive criticism should come from is the Committee of RLT, following a consensus from the Committee.

## Procedure for Receiving Complaints

If the complaint is verbal:

- Attempt to resolve it “on the spot” by discussing the issue utilising respectful language addressing the issue not the person,
- If that cannot be achieved, and the issue is within a production, speak to the director or the stage manager if one is appointed.
- If the issue cannot be resolved by the director or the stage manager, or is not an issue within a production, request the complainant to submit a written complaint to the RLT committee.

If a written complaint is received by the RLT committee, the committee:

- Must acknowledge in writing receipt of the complaint as soon as practicable and in any event within 14 days from receipt, and enclose a copy of this Policy for the complainant’s information.
- Must ensure that the complaint receives proper consideration resulting in a determination by the committee.
- Must act in good faith in dealing with and resolving the complaint.
- Must investigate the complaint including by:
  - Seeking all relevant information from the complainant; and
  - Obtaining all relevant information from other parties within the complaint.
- May in its discretion give any appropriate remedy to the complainant, including any of the following:
  - Information and explanation regarding the circumstances giving rise to the complaint;
  - An apology; and
  - Compensation for loss incurred by the complainant.
- Must communicate to the complainant in relation to the complaint as soon as practicable and in any event not more than 45 days after receipt by the club of the complaint:
  - The determination in relation to the complaint;
  - The remedies (if any) available to the complainant; and
  - Information regarding any further avenue for complaint.