



POLICY STANDARD 8

ALLEGATIONS & COMPLAINTS

POLICY:

This Policy deals with all allegations and complaints made by staff, artists and committee members that relate to the behaviour of other staff, artists and committee members occasioned by their interaction at Pablos.

This Policy is designed to contribute to a positive and happy environment for artists and staff.

This should not be seen as a substitute for the informal resolution of minor complaints and concerns which may occur between parties. It is expected that every effort has been made to address and resolve concerns as they arise to minimise the need for a formal complaint.

Pablos will ensure that all staff, artists and committee members are aware of the complaints procedure and will deal with complaints quickly, fairly and effectively. We will endeavour to continuously improve the quality of our service as a result of the complaints we receive.

PROCEDURE:

◆ **Step 1**

- ◆ If an artist, staff or committee member has a complaint (complainant), they should address the complaint informally and directly with the person they have the complaint with (person complained about). The ideal situation is for the complainant to resolve the complaint with the person complained about as quickly as possible and there is an opportunity to put things right. If the complainant considers the complaint to be serious they can take the complaint straight to step 2 or step 3.

◆ **Step 2**

- ◆ If the complainant feels they cannot address the complaint directly with the person complained about or the complaint is not resolved to the complainant's satisfaction after following step 1, and they wish to take it further, they may take the complaint informally to the Director
- ◆ The Director will aim to resolve the complaint by facilitating meetings between the complainant and person complained about. The complainant and person being complained about may each bring a support person to any meeting. The Director may assist in resolving the complaint by facilitating an agreement, providing an opinion, or

using any other method to resolve the complaint.

◆ Step 3

- ◆ If the complainant feels the complaint is serious or is not resolved to the complainant's satisfaction and they wish to take it further, they may escalate it to a formal complaint.
- ◆ The complainant must make their complaint under step 3 in writing to the Director explaining the problem as clearly and as fully as possible, including any action taken to date, and the remedy being sought to resolve the complaint. If the complaint is about the Director the complaint must be directed to the Chair of the Committee.
- ◆ Within four working days, or such other period as is practicable in the circumstances, the Director or someone acting in their absence will acknowledge the formal complaint in writing. The person complained about must be advised of the written complaint and be provided with a copy.
- ◆ The Director will, where practicable, consult with the complainant and the person complained about, on the process and time frame to address the complaint.
- ◆ Every reasonable attempt will be made to ensure that both the complainant and the person complained about maintain confidentiality. However, the circumstances giving rise to the complaint may mean that it may not be possible to maintain full confidentiality. If this is the case, the situation will be explained to the people involved.
- ◆ The Director (or another appropriate person as determined by the Committee) will investigate the complaint with an open mind by separately meeting and interviewing the complainant and the person complained about, along with relevant witnesses if appropriate, and taking notes as appropriate. The people being interviewed may bring a support person to the meeting.
- ◆ If the complaint requires a detailed and lengthy investigation by either the Director or someone acting in their place will, where practicable, provide the complainant and person complained about with an interim response within one week of the interview meetings that describes how the matter is being dealt with, and when a full reply can be expected.
- ◆ The Director or other delegated person will, following their investigation, decide what they believe will resolve the complaint. This may include facilitating meetings between the complainant and the person complained about, an apology, an explanation, an assurance that the event complained of will not recur, a final decision that there is no issue to address, or any other actions planned to resolve or conclude the matter. However, if, at any time, the Director or other person conducting the investigation considers that the issues could, if substantiated, amount to misconduct, Pablos may decide to then progress the issues under the Disciplinary policy.

- ◆ If a complaint appears to be of a malicious nature, Pablos may then address that issue with the complainant.
- ◆ The grievance procedure is only for problems that arise from the day to day running of Pablos. It is not empowered to take any such action where more serious complaints are concerned such as conflicts with the law, including labour laws. Criminal actions, which are reported, must be passed on to the relevant authorities.

OUTCOME:

All complaints and grievances will be dealt with sensitively, fairly and in a timely manner.

SUPPORTING DOCUMENTS:

- Complaints Procedures
- Complaint/Incident Form
- Studio Agreement
- Conflict Resolution Policy