



Everyman Theatre Cardiff Limited

Complaints Policy

Key details

Policy prepared by: Everyman Theatre Cardiff

Approved by management on: 23 Nov 2019

Policy became operational on: 23 Nov 2019

Reviewed on 07 June 2021

Next review date: 04 Oct 2021

COMPLAINTS AGAINST MEMBERS

- (1) Any complaint against a member must be made in writing to the Company Secretary.
- (2) The complaint will be discussed by the full board at the next board meeting. Neither the person against whom the complaint has been made nor the person making the complaint shall be present at that initial discussion (irrespective of whether or not either or both are members of the board). If the complaint involves the Chair then the Vice Chair will chair the discussion or, failing that, a member of the board elected at the meeting. At that meeting the board will consider the written complaint and decide, at its discretion, if the complaint should proceed to a hearing or whether the matter may be capable of resolution by mediation or whether no further action is necessary.
- (3) If, at its discretion, the board decides that a full hearing is necessary then, if the complaint is against a member of the board or involves a member of the board then that member will not be a member of the board hearing the complaint. If the complaint involves the Chair then the hearing will be chaired by the Vice Chair or, failing that, a member of the board elected at the hearing.
- (4) The Board may if they think fit suspend a member pending the hearing of the complaint. Any persons suspended under this clause shall not be introduced as a visitor during the period of suspension.
- (5) The full hearing will hear any evidence that the parties choose to call and determine how the complaint is to be resolved and what action, if any, needs to be taken.
- (6) A member against whom a complaint is lodged shall have the right to state his/her case in person before the Trustees and shall have the right to be represented by a friend or otherwise at his/her expense.
- (7) There shall be no appeal against the decision of the board, which will be final.

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Change Record

Date of Change:	Changed By:	Comments:
25/05/2021	Matty	Formatting changes only from existing policy.
07/06/2021	N/A	Policy approved by the Trustees