



S. A. D. C.

Drama you'll want a part in.

Sutton Amateur Dramatic Club Complaints Procedure

The document provides the process through which complaints about the club or an individual acting for the club can be raised and resolved.

Responsibility

1. Overall and final responsibility for this complaints procedure lies with the General Committee of SADC ("the Committee") who will treat all complaints fairly and treat anyone making a complaint with respect.
2. Complaints can be made by SADC members, other persons associated with the club and members of the public affected by the club's activities.
3. The Committee will give a reply to each complaint in writing and will include any further action which they decide is appropriate.
4. The Committee will communicate the existence of this procedure to members and publicise through one or more of SADC's communications methods.

General arrangements

1. A complaint can be made to the Committee through the following methods:
 - a. Directly to a Committee member in writing
 - b. Through the "Contact Us" form on the SADC website at www.sadc.co.uk
2. Once a complaint is received, the Committee will appoint an investigating officer who is sufficiently independent of the circumstances of the complaint as to be considered impartial. Once their investigation is complete they will report their findings to the Committee who will review the findings and determine what further action is appropriate.
3. Any individual(s) implicated in the complaint will be given notice of the allegations against them and an opportunity to make representations before the Committee makes its decision on the complaint, unless this is not reasonably possible for exceptional reasons such as safety. Where expulsion of a member is envisaged, the procedure set out in the Constitution applies.
4. In the event that a Committee Member is personally implicated in the complaint and the seriousness of the complaint warrants it, then that Committee Member will be excluded from the review of the investigating officer's findings and from making any decisions which flow from that review.
5. The Committee will reply in writing to the complainant about the complaint, setting out its decision and any further action that will be taken as a result.
6. The named Committee Member for complaints is Dick Bower, Hon Treasurer.

Review

This policy will be reviewed periodically.

Dated: 19th April 2024

Signature (Chair)Ira Murray

Signature (Hon Secretary)Diana Calvert

Sutton Amateur Dramatic Club

FOUNDED IN 1902. REGISTERED CHARITY NO. 259484
MEMBER OF THE ARTS COUNCIL OF THE LONDON BOROUGH OF SUTTON

www.sadc.co.uk