



Grievance Procedure

Introduction

This procedure applies to any member of the Company, any volunteer (e.g. front of house or backstage), and any member of a show production team (i.e. director, musical director and choreographer). For the purposes of this procedure the term “member” is used throughout.

The purpose of this procedure is to support any member who has a complaint about any other member of the Company or any policy or activity controlled by or overseen by the Company.

Informal Stage

Where you have a relevant complaint, you should in the first instance raise it directly with the person responsible, where applicable. Person to person intervention at an early stage will often be sufficient to address the specific complaint without the need to involve anyone else.

If you are not confident or unwilling to raise this yourself, you may ask a member of the Committee to raise it on your behalf at this informal stage.

Such informal discussions should not be officially recorded and it will be made clear that they do not form part of the formal grievance procedure. However, where appropriate a reference to them may be included in Committee minutes.

Formal Stage

Stage 1

If you wish to raise a formal grievance, you should do so with the Chair of the Committee. You should put your grievance in writing. If the Chair is the subject of your complaint, you should raise it instead with the Vice-Chair (references to “Chair” below, should be read as “Vice-Chair” in that case).

The Chair will appoint a committee member to investigate your complaint. They may request an initial meeting with you to clarify your complaint and to ensure they understand what outcome you hope to achieve through raising your grievance. If you wish, you may ask another member to accompany you to any meetings to support you.

The Chair’s investigation may involve talking to any witnesses or other individuals, including the person you are complaining about, if appropriate. The Chair will endeavour to respond formally to your grievance within two weeks, but timescales may be extended if necessary.

If the Chair considers that your complaint amounts to a disciplinary matter with respect to other members, they may initiate the disciplinary procedure.



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The Chair may call on another member of the Committee to support them at this stage of the procedure.

The outcome of the grievance will be recorded in writing, you will receive a copy and the Secretary will hold a copy on file.

Stage 2

If you are not satisfied with the outcome of Stage 1 and feel the grievance is still not resolved, you may request in writing for the Chair to address the matter under Stage 2 (the appeal stage).

The Chair will step aside and ask the Committee as a whole to meet in order to investigate the complaint. In the event that a committee member supported the Chair at Stage 1, they will also step aside.

The Committee will endeavour to respond formally to your grievance within two weeks, but timescales may be extended if necessary.

The outcome of the appeal will be recorded in writing, you will receive a copy and the Secretary will hold a copy on file.

The decision reached at the Stage 2 is final and there is no further right of appeal.