

THE MENDIP PLAYERS GRIEVANCE POLICY

Introduction

We understand that from time to time our members and/or volunteers may wish to raise problems or concerns.

We want to ensure that these issues are properly aired and, as far as possible, resolved as quickly as possible to the satisfaction of all concerned.

All matters (including any records produced and any follow up action) will be managed with the utmost discretion and will, as far as practical, be kept confidential to those involved.

Where it is necessary to speak to any others in connection with a problem or concern raised, the importance of confidentiality will be emphasised to them.

It may be necessary in some circumstances to explain or report the contents of the complaint or grievance to others, whether within or outside MP, for example where this is the only way that follow up action can be taken. In serious cases it may be necessary to report the matter to the police.

Informal steps

If you wish to raise a concern or complaint, please *firstly do so informally* with the Chair or Vicechair of the Management Committee. This is usually sufficient to resolve an issue.

Chair or Vicechair will attempt to resolve the matter by discussing it with you and with any others involved in the matter, as she/he considers to be necessary and will report the outcome of such discussions to the Management Committee.

Formal procedure

If the matter is not resolved informally, or where you consider the issue to be serious and not appropriate for informal discussion, you should send your complaint or concern in writing to the Chair of Management Committee.

The Management Committee will consider the issue at the next available Management Committee meeting, or earlier if required. The Management Committee may conduct such investigation(s) as it considers appropriate before reaching a decision, which may include meeting with you and with any others involved.

The Management Committee's decision will be communicated in writing to you as soon as reasonably practical after the meeting, and any further investigations, and will be final.

The Management Committee will make every effort to resolve any problems or concerns as soon as they can. This will depend on the circumstances and the nature and complexity of the issues raised, the investigations and the availability of people whose input is necessary to resolve the grievance.