



## COMPLAINTS PROCEDURE

Lewisham Youth Theatre (LYT) wants everyone who works with, for, or takes part in LYT to be treated fairly and respectfully at all times. The Complaints Procedure aims to enable everyone involved with LYT activities to raise and resolve any problems with/between individuals or with LYT's process or procedures. LYT wishes to ensure that any complaints are dealt with swiftly, and fairly.

If your complaint is about an issue regarding safeguarding (the concern that someone is being or may be harmed), bullying or discrimination, please also read LYT's Safeguarding, Anti-Bullying and EDI (Equality, Diversity & Inclusion) policies for specific procedures for these issues. If your complaint is about how LYT uses or has used the information you give us, please also read our Data Protection Policy. For complaints regarding behaviour within sessions, please also read our Terms and Conditions for members.

**The CEO and/or the Council of Management are only able to respond to appropriate complaints. Here are some examples that are not appropriate:**

- When it is about another organisation which has no connection to LYT
- When someone unreasonably pursues a complaint that has already been investigated and responded to. We will always inform the complainant of our decision not to take the complaint or investigation any further.
- When a complainant is clearly abusive, prejudiced or offensive.
- When a complainant is harassing a staff member or volunteer.
- When a complaint is made anonymously, we cannot respond to the complainant, but we will investigate the complaint and use the information to improve in any way that we can.

### **Step One: Address Problem Informally**

In the first instance, you should try to discuss any complaints, problems or difficulties with the person with whom you have the problem. If this is not possible or you don't feel comfortable talking directly to the person, you should raise the complaint with the staff member in charge of the activity. The lead staff member will talk to both parties and try to agree an acceptable solution for both.

If the problem cannot be resolved in this way, please talk to the CEO Victoria Shaskan. The CEO will talk to all parties to try to find an acceptable solution for all involved.

### **Step Two: 1<sup>st</sup> Formal Complaint**

If a mutually acceptable solution cannot be found, you should request a meeting with the CEO and a member of the Council of Management (LYT's Board of Trustees) by emailing the CEO (details below). Please include the following information either in the body of your email or in a separate attached document:

- Subject: "Confidential Complaint"
- Your contact details, including phone number
- Description of the incident or situation you are complaining about
- The days/times that would be best for you to meet.

The CEO will forward your complaint to a nominated member of the Council of Management and review it with them. The CEO will respond to you, usually within 2 weeks, with a potential date to discuss your complaint. You are welcome to bring a friend or family member along to support you. The CEO and Council of Management member hearing your complaint will take notes at this meeting and will write down any agreed solutions. These notes will be shared with you.

If your complaint is about the CEO or you feel you cannot raise the complaint with her, you may email directly to the Chair of the Council of Management. Please email [info@lewishamyouththeatre.com](mailto:info@lewishamyouththeatre.com) with the subject line “FAO Chair, Council of Management – Confidential Complaint”

The administrator will forward your email to the Chair.

### **Step Three: Consideration by the Council of Management**

If a mutually acceptable solution cannot be found after an initial meeting, you can request that your complaint be taken to the full Council of Management. You should email to the Council of Management member (Trustee) who heard your complaint outlining any further information that you believe should be brought to the full Board of Trustees.

The Trustee will forward your complaint and the notes from your meeting to the Council of Management, and your complaint will be discussed at a Council of Management meeting. The Council of Management may request that you attend part of this meeting to discuss your complaint in more detail. You are welcome to bring a friend or family member along if you attend the meeting.

The Council of Management will consider your complaint and provide a response in a written reply. Any decision made by the Council of Management at this stage will be final.

All complaints are stored in a password-protected folder and kept for 5 years from the decision date.

**CEO:**

Victoria Shaskan  
020 8318 2508  
[victoria@lewishamyouththeatre.com](mailto:victoria@lewishamyouththeatre.com)

**Council of Management:**

Genine Whitehorne, Chair  
*Please contact LYT for the Chair's direct contact details:*  
[info@lewishamyouththeatre.com](mailto:info@lewishamyouththeatre.com)

For more information, please see the Charity Commission website:  
<https://www.gov.uk/government/organisations/charity-commission>

**Document Control Sheet**

**COMPLAINTS PROCEDURE**

|                   | <b>NAME</b>       | <b>TITLE</b>                 | <b>SIGNATURE</b>         | <b>DATE</b> |
|-------------------|-------------------|------------------------------|--------------------------|-------------|
| <b>Author</b>     | Victoria Shaskan  | CEO                          | <i>Victoria Shaskan</i>  | 20/03/2024  |
| <b>Authoriser</b> | Genine Whitehorne | Chair (Council of Mangement) | <i>Genine Whitehorne</i> | 20/03/2024  |

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| <b>Effective Date:</b> | <b>20/03/2024</b> |
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| <b>Review Date:</b> | <b>20/03/2026</b> |
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| <b>PREVIOUS POLICY UPDATES</b>   |
| Policy updated May 2018          |
| Policy updated February 2021     |
| <b>Policy updated March 2024</b> |