



APOLLO PLAYERS COMPLAINTS PROCEDURE

1. If a member feels sufficiently strongly about an issue to make a complaint they should speak or write to the Executive Committee or directly to the Theatre Director.

If the initial approach is to another Committee member, that member should notify the Director that a complaint has been received, from whom and roughly what it concerns.

2. The Director will then invoke the Complaints Committee and will identify the members of that Committee. This normally consists of two individuals, possibly those with some relevant professional experience. They – and only they – will communicate directly with the complainant until the investigation is completed. If the complaint was made verbally, they will encourage the complainant to put it in writing. If they need to gather more information, they will meet the complainant in person.

3. The CC will carry out an investigation. This will include speaking to -
The complainant and any witnesses.

The person(s) complained about, if applicable.

Any other Committee member or ordinary member with either first-hand knowledge of the situation complained of, or having useful information to contribute.

Any person who is invited to an interview in connection with the investigation is entitled to bring a companion to provide support. The companion must be a member of the Players.

4. The CC will come to a conclusion based on the facts they have gathered and will make a recommendation to the Director who will either accept the recommendation and deal with the complaint accordingly, or make a decision to take other action.

5. If the complaint directly concerns the Executive Director, the CC will make a recommendation to the Secretary to the Executive Committee who will bring it to the notice of the Committee.

6. The outcome of the investigation may include writing to the complainant or other participants in the situation and/or the convening of a special Committee meeting. The Director will be advised by the CC if any disciplinary action is required.

7. If the complainant is not satisfied with the outcome or actions taken, they may make an appeal to the Director unless he has been involved directly with the investigation, in which case the appeal may be made to the Committee.

The decision of the Director or Committee regarding any appeal is final.

8. When the matter has been concluded to the satisfaction of all parties, a brief report will be submitted to the Executive Committee.

v.3 August 2022

Reviewed Sept 2025

Next review Sept 2026