



Chelmsford Amateur Operatic and Dramatic Society

# **GRIEVANCE POLICY AND PROCEDURE**

**CAODS Executive Committee**

# GRIEVANCE POLICY AND PROCEDURE

This Grievance Procedure describes the steps to be taken should any member of the group wish to formally raise a grievance relating to any condition they experience within the group, or any personal issue they have with any other member. It may also be used to resolve conflicts arising from auditions, rehearsals, and performances.

The various stages have been set out to assist Executive Committee Members in dealing with the grievance, as well as the person or persons raising the issue.

In the event of a person wishing to raise a grievance, it is preferable to resolve the grievance informally through mediation between the concerned parties. If this cannot be achieved, then the following document sets out a guide to a more formal procedure.

Timescales have been included to resolve issues expeditiously. However, these may be extended if all parties agree.

## STAGE 1

Any member who has a grievance should first raise the matter with a person of responsibility; this can be either the Directors or Production Assistant of the show they are in/rehearsing for. If the grievance does not concern an issue within a show/rehearsal, or the grievance concerns the Directors or Production Assistant, then it should be raised with any member of the Executive Committee.

The parties should meet and discuss the issue and attempt to come to an amicable resolution. If this does not result in a satisfactory outcome, then stage 2 should be applied.

## STAGE 2

If the person is dissatisfied with the decision or actions from Stage 1 then they can appeal directly in writing to the Executive Committee. The Executive Committee should meet to discuss this issue within 7 days of receiving the grievance and a response given 7 days after that. This submission should be raised with the Committee within 10 days of receiving the stage 1 decision. The grievance must be in writing and contain the original grievance and why they feel the stage 1 decision is unacceptable.

## STAGE 3

If the person is dissatisfied with the decision or actions from Stage 1 and 2, then they can appeal directly in writing to the Chairman, who will consider the issue, consult with the President, and may take advice from a national organisation available to amateur Society groups e.g. The National Operatic and Dramatic Association (NODA). This grievance must be raised within 20 days of receiving the decision under stage 2.

The grievance must be in writing and must contain the original grievance and state why the previous stages have not addressed the issue to the person's satisfaction.

Once a decision has been made it will be deemed that the issue has been dealt with and the decision is final. No further hearings will take place.

## **MEDIATION**

In some cases, an independent person can be involved to try to resolve the issue through mediation. The mediator can be any one within the group (must be 18 years or over) but this must be agreed by all persons involved in the issue.

This mediator will attempt to form a resolution based on open and honest discussion between the aggrieved parties. If mediation fails and the issue then goes to stage 1, 2, or 3, then the person attempting mediation may take no further part in the process. The Chairman, Executive Committee Members or President are not suitable to mediate for this reason.

For more serious issues mediation is not recommended unless the person chosen has been given full and accredited training.

## **December 2022**

*This procedure has been put in place by the Executive Committee and will be regularly reviewed or may be amended at any time by the Executive Committee*