Teddington Theatre Club

Grievance Policy

1. Purpose and Scope

A grievance is any concern about the behaviour of an individual, or a group of people, or an organisation. The concern may relate to an individual's or a group's or an organisation's actual behaviour or on-line/digital activities. It may also include lack of affirmative or responsible action by individuals or groups or the organisation.

Teddington Theatre Club Limited (TTC) is committed to dealing with grievances fairly, consistently, and without delay but within the context of the organisation, which is wholly run by volunteers.

Anyone who has any concerns about the behaviour of members or users of Teddington Theatre Club Limited or Hampton Hill Theatre (HHT) should raise the matter through reference to this policy.

All grievances will be dealt with sensitively and confidentially. Most concerns are best resolved by informal discussions. However, it is recognised that occasions may arise where informal discussions are not appropriate or do not produce a satisfactory resolution. A more formal procedure then becomes appropriate.

The following paragraphs set out the principles on which the grievance procedures are based.

This policy will be reviewed periodically and revised where deemed necessary

2. Procedure if You are Raising a Grievance

2.1 If you feel comfortable, and if it is appropriate, you are encouraged to raise any issue(s) with the individual concerned, in the first instance.

2.2 If you are not comfortable doing so and/or it is not appropriate, then you can report any issue to the Report and Support Lead, Ian Kinane (iank@teddingtontheatreclub.org.uk). Any disclosure to the Report and Support Lead will be treated confidentially.

2.3 If you do not feel comfortable disclosing to Ian as Report and Support Lead, or would prefer to speak to a female, you are invited to contact him in the first instance and he will put you in touch with a female advocate who will function in the same capacity as below.

2.4 If an issue and/or grievance is raised on the ground of misconduct, you will be asked to give details to the Report and Support Lead, including an outline of the issue(s), date(s), location(s), and the name(s) of the person(s) involved.

2.5 The Report and Support Lead will advocate for you and, where appropriate, will liaise with all persons involved in the grievance and work towards mutual resolution.

2.6 If the above is not possible and/or if no resolution can be achieved, the Report and Support Lead will refer the grievance to a designated member of the TTC Board. If necessary, and only where you have consented, the details of the grievance will be shared with a designated member of the TTC Board and the person or persons about whom the grievance is made, with the view to achieving resolution.

2.7 If no resolution is achieved at this stage, a formal grievance procedure can be initiated by either party. Along with a designated member of the TTC Board, a second individual (not involved with the matter being considered) will convene a confidential panel to which all persons involved in the grievance will be invited to state their case, with the view to achieving resolution as part of due process.

2.8 In the event that gross misconduct is found to have taken place, the two appointed panel members will make a recommendation for action to the full Board to ratify. Every effort will be made to reach a mutual understanding between the parties. This may, in extremis, result in the rescinding of membership.

2.9 Everyone has the right to be accompanied by another person of their choosing at any stage of the formal grievance process.

3. Procedure if a Grievance is Raised Against You

3.1 If you are a named individual in a grievance, the Report and Support Lead will liaise with you and inform you of the nature of the grievance. If necessary, and only where the claimant has consented, the details of the grievance will be shared with you, with the view to achieving resolution.

3.2 If no resolution can be achieved at this stage, the Report and Support Lead will refer the grievance to a designated member of the TTC Board. If necessary, and only where the claimant has consented, the details of the grievance will be shared with that designated member of the TTC Board and with you, with the aim of achieving resolution.

3.3 If no resolution is achieved at this stage, a formal grievance procedure can be initiated by either party. Along with the designated member of the TTC Board, a second individual (not involved with the matter being considered) will convene a confidential panel to which all persons involved in the grievance will be invited to state their case, with the view to achieving resolution as part of due process.

3.4 In the event that gross misconduct is found to have taken place, the two appointed panel members will make a recommendation for action for the full Board to ratify. Every effort will be made to reach a mutual understanding between the parties which may, in extremis, result in the rescinding of membership.

3.5 Everyone has the right to be accompanied by another person of their choosing at any stage of the formal grievance process.

3.6 Should a second grievance be formally made against you, at any time, over any period, the Report and Support Lead will refer the grievance to a designated member of the TTC Board who will initiate the formal grievance procedure as outlined above.

3.7 In the eventuality that a third grievance be formally made against you, at any time, over any period, the TTC Board will issue you with a formal letter rescinding your membership.

4. Right of Appeal

4.1 There is a right of appeal should any person or persons party to the grievance be dissatisfied with the decision arising from the formal grievance interview. The appeal should be put in writing and sent to the Report and Support Lead, Ian Kinane (iank@teddingtontheatreclub.org.uk).

4.2. Any person or persons unhappy with the outcome of the grievance process may appeal. The appeal should be put in writing and sent to the Report and Support Lead, Ian Kinane (iank@teddingtontheatreclub.org.uk).

4.3 The Report and Support Lead will consult the Chairperson and two independent people, normally TTC members, will be identified to hear the appeal.

5. Other

5.1. A written record will be made of all meetings and discussions and agreed by both parties.

5.2. The decision of the Board of Teddington Theatre Club is final.

5.3. In the event of serious misconduct the procedure may commence at the formal stage as outlined above.