



## **Rustington Players Grievance and Complaints Policy**

In the unlikely event of having a complaint against Rustington Players, the actor, audience or member of the public should immediately report it to the chairman. In the event of the complaint being about the chairman, the complaint may be submitted to the secretary.

Either verbally or in writing to [rustingtonplayers@gmail.com](mailto:rustingtonplayers@gmail.com)

### **Verbal Complaint**

Verbally acknowledge the complaint,

Investigate the complaint

If necessary deal with any problems

If necessary apologise

Give written response within five working days.

### **Written Complaint**

Give written acknowledgement of the complaint

Investigate the complaint

If necessary deal with any problem

If necessary apologise

Give written response within five working days.

**All complaints will be brought to the next committee meeting and minuted.**