

# FAMDA Complaints and Grievance Policy

Foster Arts Music & Drama Association (FAMDA) is committed to providing a safe, respectful, and inclusive environment for all members, volunteers, participants, and audience members. This policy outlines how complaints and grievances will be managed in a fair, transparent, and timely manner.

## 1. Purpose

The purpose of this policy is to establish a clear process for managing complaints and grievances raised by individuals involved with FAMDA, including members, volunteers, production participants, and the general public.

## 2. Scope

This policy applies to all aspects of FAMDA's operations, including rehearsals, performances, committee matters, child safety, volunteer conduct, and interactions with the public.

## 3. Guiding Principles

- - Fairness and impartiality
- - Timeliness and confidentiality
- - Respect for all parties involved
- - Protection from victimisation

## 4. What is a Complaint?

A complaint is an expression of dissatisfaction with a decision, action, or the behaviour of an individual or group within FAMDA. This may include allegations of misconduct, breaches of policy, or interpersonal conflict.

## 5. Lodging a Complaint

Complaints can be made in writing to any of the following:

- - FAMDA Secretary
- - FAMDA President
- - Any other Committee member

Anonymous complaints will be considered, but may limit FAMDA's ability to fully investigate the issue.

## 6. Complaint Handling Process

Upon receiving a complaint:

1. The complaint will be acknowledged within 7 days.
2. A designated committee member or subcommittee will review the complaint.
3. The Committee may seek external advice where appropriate.
4. The parties involved may be contacted for clarification or a response.
5. A resolution or recommended action will be determined within 30 days where possible.
6. The complainant will be informed of the outcome in writing.

## **7. Appeals**

If the complainant is not satisfied with the outcome, they may request a review by the full FAMDA Committee or escalate to an external body such as Consumer Affairs Victoria.

## **8. Confidentiality**

All complaints will be handled with appropriate confidentiality. Information will only be shared on a need-to-know basis.

## **9. Record Keeping**

A secure record of all complaints, investigations, and outcomes will be maintained by the Secretary. These records will be stored confidentially and accessible only to authorised persons.

## **10. Policy Review**

This policy will be reviewed every two years or as required to ensure it remains compliant with relevant legislation and FAMDA's governance standards.

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