



Complaints Process

CHATS takes the safety of our membership incredibly seriously, we want everyone to always feel that we are listening to you and that we are in your corner. Working with diverse groups of people from different backgrounds and beliefs is one of the best and most beautiful parts of community theatre! It creates incredible art that we couldn't make without each other, but sometimes when different groups get together this can cause clashes. Our goal is to make sure these clashes can be handled swiftly and in a way that makes everyone feel heard and understood. Sometimes things might escalate, and in these cases we may need to take more serious action.

Complaints

If something happens that upsets you, there are ways we can help! Please refer to this guide to see what you can do if you find yourself in the unfortunate situation of needing to make a complaint. Remember that complaints can be made about anyone, there is no one above reproach in our

community and we want to hear from you, no matter how big or small the issue is, if you need to talk.

1. Speak to the person

- Sometimes people can upset us without meaning to and a conversation can go a long way, if you feel like you are able to, try talking to the person and letting them know something they have done has upset you.

2. Speak to your director

- If you can't speak to the person or the conversation isn't productive it is time to bring it to your director (or stage manager if you are already bumped into the theatre.) This is important to do before speaking to other people. A lot of small problems can become much larger if we spread it around a group, your director should be your first point of contact if anything happens that makes you feel uncomfortable.

3. Contact your shows neutral party committee member

- If you feel that you can't go to your director, or that they have been unable to solve the issue reach out to your neutral party committee member, this committee member is there to help if you feel things have become too big to be handled, you aren't being heard, or you just don't feel comfortable speaking with anyone directly involved with the show.

Neutral party

At the start of the rehearsal process of each show you will be given the contact details of a neutral committee member, this committee member will

be uninvolved with the production. If at any point during the show you have an issue that you feel cannot be resolved by speaking with your director or stage manager we encourage you to reach out to this person. If for whatever reason you don't feel comfortable reaching out to this specific committee member you can request a different committee member to handle it. We want to make sure you feel comfortable and supported by all members of the committee.

Formal complaints process

We understand that sometimes we all make mistakes and that our cast and crew are only human. In the case that a complaint is made about you we want you to know that we are here for you too! In most cases these can be great opportunities for learning and we want everyone to feel like they belong as a part of our community, so here is what you can expect if you unfortunately find yourself on the receiving end of a complaint.

1. 1st Warning

This is a gentle warning that something you are doing is possibly not being received the way you intended, is causing someone distress, or is creating an unsafe environment. These can be given by your director, stage manager, or a committee member if need be. Please take this as the opportunity it is to come back with a renewed perspective! We can all make mistakes, and we all have opportunities for growth!

2. 2nd Warning

This is the result of a continuation of behaviour you have already been warned about, sometimes we can all slip up and we hope that this reminder is taken to heart, in that we want you in our show at the best you can be. 2nd warnings can be given by a director, stage manager, or committee member if need be. In the case of a 2nd warning the committee will be made aware of the behaviour.

3. Final warning

A final warning will occur for actions that have continued past a 2nd warning or are of a very serious nature, these can be given only after committee discussion. The continuation of behaviour after this warning could result in your removal from the production.

4. Removal from production

At this stage you will be removed from the production and asked to leave, this could occur after continuation of behaviour after a final warning or with behaviour that is considered unacceptable to the safety of our cast and crew. These can be given only after committee discussion. This can be given with no previous warnings in behaviour that is physically dangerous, threatening, or otherwise considered unsafe for other members of cast and crew.