



SHERMAN COMMUNITY PLAYERS

Formal Complaint Procedure

Purpose

Sherman Community Players recognizes that there are times when the need arises for employees, volunteers, donors, or patrons to express concerns or complaints in a formal manner. The following procedures ensure that complaints are reviewed and resolved, so that improvements can be made as needed to fulfill the Sherman Community Players' mission.

Procedures

Step 1: Informal discussion with director

As appropriate, concerns should first be discussed with the Main Stage Artistic Director or Theatricks Director. Many concerns can be resolved informally when individuals take time to review the concern and discuss options to address the issue.

Step 2: Written complaint to Bylaws and Personnel committee

If the complaint is not resolved by the director or cannot be resolved informally due to the nature of the complaint, a written complaint may be submitted through the SCP website within 10 days of the incident to be reviewed by the SCP Bylaws and Personnel Committee. The written complaint should include the following information:

- The nature of the complaint.
- Detailed information including dates of the incident, evidence of the issue, witnesses, related policies, etc.
- The remedy or outcome desired.

The Bylaws and Personnel committee will review the information at the next regularly scheduled committee meeting or sooner. Depending on the severity of the complaint, the Bylaws and Personnel committee will investigate the complaint, consult other board members or committee members as appropriate, and either provide a written response or refer the complaint to the full board for further consideration. All action taken on complaints will be reported to the full board at the next regularly scheduled board meeting.

Recordkeeping

The Bylaws and Personnel committee will maintain records of formal complaints and resolutions of such.