

ENGLISH TOURING OPERA

Associates' Formal Complaints Procedure - Complaints procedure for ETO associates who are not employees

About this procedure

- 1.1 This procedure applies to any ETO associates **who are not employees** including freelance associates, casual workers, volunteers, agency workers or self-employed contractors who have a complaint/grievance against another associate, an ETO employee or a third party such as a customer or supplier.
- 1.2 Complaints/grievances from employees should be raised under ETO's Grievance Procedure.
- 1.3 This procedure does not form part of any form of contract of engagement and may be amended at any time and may be departed from depending on the circumstances of any case.
- 1.4 If you have any difficulty at any stage of the procedure because of a disability, you should discuss the situation with the Executive Director as soon as possible.

Putting the complaint in writing

- 1.5 You should put the complaint in writing and submit it to the Executive Director. This should set out the nature of the complaint, including relevant facts, dates and names of individuals involved so that it can be investigated to the extent necessary.

Meeting

- 1.6 Depending on the facts and circumstances of the complaint, we may arrange a meeting with you to discuss this further. This meeting may be adjourned if we consider that it is necessary to carry out any further investigation, after which the meeting will be reconvened.

Outcome

- 1.7 Following the meeting, we will let you know the outcome of the complaint that has been raised and our proposal to resolve this.

Protection and support for those involved

- 1.8 Anyone who makes complaints or who participates in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way will be subject to disciplinary action under our Disciplinary Procedure, as applicable.

Record keeping

- 1.9 Information about a complaint about an ETO employee may be placed on the employee's personnel file, along with a record of the outcome and of any notes or other documents compiled during the process.

J-EFS

Executive Director

11.06.19.

Adopted by Company February 2019 – since updated to reflect new Executive Director job title.

Board Review & Ratification pending (to be raised at ETO Board Meeting June 2019)

ADOPTED AT BOARD MEETING 17.06.19

J.E.S. Saughton