

HELIX MUSIC

Registered charity number: 1213628

Complaints Policy and Procedures

Purpose

At HELIX MUSIC we are dedicated to providing a positive, supportive, and professional environment for all artists, staff, and collaborators involved in our opera productions and events. We understand that from time to time, individuals may have concerns or complaints regarding their experience with the company. This policy outlines the steps for addressing and resolving complaints in a fair, transparent, and timely manner, ensuring that all voices are heard and respected.

Scope

This policy applies to all employees, contractors, artists, performers, volunteers, and other stakeholders engaged with HELIX MUSIC, including those working in administrative, creative, or technical roles. It covers complaints related to any aspect of the work environment, including but not limited to the workplace culture, professional conduct, working conditions, remuneration, and production-related concerns.

Principles

- **Fairness:** All complaints will be addressed fairly, impartially, and without bias.
- **Confidentiality:** Every effort will be made to protect the confidentiality of all parties involved in a complaint.
- **Timeliness:** Complaints will be addressed as quickly as possible, with a clear timeline for resolution.
- **Respectful Communication:** All complaints and communications will be handled with respect and professionalism.

Types of Complaints

Complaints may relate to various issues, including but not limited to:

- Workplace behaviour or conduct (bullying, harassment, or discrimination)
- Unfair treatment or favouritism
- Working conditions (e.g., facilities, resources, safety)
- Pay, benefits, or contractual terms
- Production-related concerns (e.g., scheduling, creative direction, technical execution)
- General dissatisfaction with any aspect of the opera company's operations

Procedure for Making a Complaint

Employees, contractors, and collaborators who wish to make a complaint should follow these steps:

1. **Initial Communication:**

- **Informal Resolution:** If possible, we encourage individuals to address the concern informally by discussing it directly with the person involved. This may be a supervisor, colleague, or relevant department head.
- **If this is not comfortable or effective**, the individual can proceed with the formal complaint procedure outlined below.

2. **Formal Complaint Submission:**

- Complaints should be submitted in writing to the designated Complaints Officer or Trustee.
- The complaint should clearly state the issue, any relevant facts, dates, and individuals involved. It should also indicate the desired outcome or resolution, if known.

3. **Contact Information for Submitting Complaints:**

- Complaints should be directed to:
Alexandra White
◦ helixmusic25@gmail.com

4. **Acknowledgment:**

- The Complaints Officer will acknowledge receipt of the complaint within 7 days and provide an outline of the next steps.

5. **Investigation:**

- The Complaints Officer will conduct a fair and thorough investigation into the complaint. This may include speaking with the complainant, individuals named in the complaint, and any relevant witnesses.
- The investigation will be completed within 14 days or a timeline will be provided if more time is needed.

6. **Resolution and Outcome:**

- Once the investigation is complete, the Complaints Officer will determine whether the complaint is substantiated and will recommend an appropriate resolution.
- If the complaint is substantiated, steps will be taken to address the issue and prevent future occurrences. This may involve disciplinary actions, changes in procedures, training, or other measures.
- If the complaint is not substantiated, the complainant will be informed of the reasons, and no further action will be taken unless new evidence comes to light.

7. **Communication of Outcome:**

- The complainant will be informed of the outcome of the investigation and any actions taken. The complainant will also have the opportunity to provide feedback on the resolution process.

Appeal Process

If the complainant is dissatisfied with the outcome or believes the complaint was not resolved fairly, they have the right to appeal the decision.

- **Appeal Submission:** The appeal should be submitted in writing to a senior company representative or another designated individual, who was not involved in the initial investigation.
- **Appeal Process:** The appeal will be reviewed, and a new investigation may be conducted if necessary. The decision regarding the appeal will be communicated within 14 days.

Protection Against Retaliation

HELIX MUSIC strictly prohibits retaliation against any individual for raising a concern or filing a complaint in good faith. Retaliation may include unfair treatment, harassment, or any other detrimental behaviour. Any such retaliation will be treated as a serious violation of company policy and will be addressed promptly.

Support and Guidance

For assistance in understanding or navigating the complaints process, individuals are encouraged to seek support from their supervisor, HR, or an external advisory service.

Confidentiality

Throughout the complaint process, confidentiality will be maintained as much as possible. Only those individuals directly involved in the investigation and resolution will be privy to the details of the complaint. However, complete confidentiality cannot always be guaranteed in cases where disclosure is necessary for the investigation or resolution.

Records

All complaints, investigations, and resolutions will be documented and stored securely, in compliance with legal requirements and the company's data protection policies.

Commitment to Continuous Improvement

HELIX MUSIC is committed to using complaints as an opportunity for continuous improvement. Feedback from complaints will be reviewed regularly to identify patterns and areas for improvement in the company's operations, policies, or working environment.

Review and Revision

This policy will be reviewed annually to ensure that it remains effective and relevant. Any changes or updates will be communicated to all employees, contractors, and collaborators.

Conclusion

HELIX MUSIC values the feedback and concerns of everyone involved in its operations. By addressing complaints effectively, fairly, and promptly, we aim to maintain a positive and productive environment that supports the wellbeing and success of all our artists, staff, and stakeholders.