



## STAGE STARS Complaints Policy

### 1. Policy Statement

Stage Stars is committed to providing a high-quality, safe and positive theatre experience for all children, young people, parents/carers and volunteers.

We welcome feedback and take all complaints seriously. Complaints will be handled fairly, promptly and confidentially in line with our Safeguarding, Health & Safety and GDPR policies.

### 2. Scope

This policy applies to complaints relating to:

- The conduct of volunteers or leaders
- Safeguarding concerns (separate safeguarding procedures will apply where relevant)
- Health & safety issues
- Behaviour management
- Organisational decisions
- Service delivery

This policy does not replace statutory safeguarding reporting procedures where a child may be at risk of harm.

### 3. Informal Resolution

Where appropriate, concerns should first be raised informally with:

Scott Wieprecht  
Principal / Designated Safeguarding Lead

Many concerns can be resolved quickly through open discussion and clarification.



#### **4. Formal Complaint Procedure**

If a concern cannot be resolved informally, a formal complaint should be made in writing (email or letter) including:

- The nature of the complaint
- Relevant dates and details
- Any supporting information
- Desired outcome

Stage Stars will:

1. Acknowledge receipt within 5 working days.
2. Investigate the complaint fairly and objectively.
3. Provide a written response within 20 working days where possible.

#### **5. Investigation Process**

Investigations may include:

- Speaking with relevant volunteers or witnesses
- Reviewing written records
- Consulting safeguarding or external authorities if required

All parties will be treated fairly and given the opportunity to respond to concerns raised.

#### **6. Safeguarding-Related Complaints**

If a complaint relates to safeguarding:

- The Safeguarding & Child Protection Policy will take precedence.
- The Local Authority Designated Officer (LADO) or Plymouth MASH may be contacted where required.
- Confidentiality will be maintained in line with safeguarding guidance.

#### **7. Outcomes**

Following investigation, possible outcomes may include:

- No further action
- Recommendations for improvement
- Mediation between parties
- Formal warning (where appropriate)
- Referral to external authorities if required

The decision will be communicated in writing.



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## 8. Escalation

If the complainant remains dissatisfied, they may:

- Request a review of the decision.
- Seek independent advice.
- Contact relevant external bodies where appropriate (e.g. Local Authority).

Stage Stars will cooperate fully with any external investigation.

## 9. Confidentiality & Record Keeping

All complaints will be:

- Treated confidentially.
- Recorded securely.
- Retained in line with the GDPR & Data Protection Policy.

Information will only be shared on a need-to-know basis.

## 10. Policy Review

This policy will be reviewed annually or sooner if required.

Adopted: 18 February 2026

Next Review: 18 February 2027

Signed:

Scott Wieprecht

Stage Stars