

THICK & TIGHT'S GRIEVANCE PROCEDURE

Dealing with grievances informally

If you have a grievance or complaint to do with:

- your work with Thick & Tight, or anyone you might work with in connection to Thick & Tight, for example a colleague

- someone you come into contact with through your work with Thick & Tight, for example bar staff at a venue

you should, wherever possible, start by talking it over with the Co-Directors (Daniel Hay-Gordon and Eleanor Perry). You can talk to either or both of the Co-Directors depending on your needs and who you feel most comfortable talking to. You may be able to agree a solution informally between you. The Co-Directors endeavour to create an environment which is safe for everyone and policy-driven, aiming to bring equality and accountability throughout the company; we shall do everything we can to resolve the issue informally.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally, you should notify the Co-Directors. This could be in any format you prefer so long as it is tangible or recorded (ie, not just spoken to us), such as

- written in an email
- written on paper
- a film recording of you talking
- an audio recording of you talking

Let us know if you need help with this and we'll be happy to assist.

Daniel Hay-Gordon: d_h_g@hotmail.co.uk

Eleanor Perry: eleonorperry@hotmail.co.uk

You should stick to the facts and avoid language that is insulting or abusive. We recommend that you keep a record of details of the incident, including times, dates, witnesses and where possible, exactly what was said or occurred.

Where your grievance is against the Co-Directors and you feel unable to approach them, you should contact the Chair of the Advisory Committee, Yassine Senghor: ytsenghor@confrontingchange.com.

If you wish to raise the issue with someone else on the Advisory Committee, please refer to their biographies and find their contact details via our website at: www.thickandtight.com/company

We understand that even if Thick & Tight closes down and no longer exists as a company, as Co-Directors we would still be responsible for our current actions. If something we did while working as Thick & Tight affects you retrospectively, we can still be held accountable.

Grievance hearing

The Co-Directors (Daniel Hay-Gordon and Eleanor Perry) will arrange to meet with you, normally within five days, to talk about your grievance. This can be with both of us or just one of us if you prefer. We recommend that you bring someone with you to support you, such as a friend, colleague or trade union representative, especially if you are meeting with both of us, so that we don't outnumber you. If you wish to speak through another party to the Co-Directors (such as Yassine Senghor or another member of the Committee) this can be arranged and we shall endeavour to make your grievance procedure as responsive as possible.

During the decision-making process, we will take into consideration:

- The evidence presented
- The testimonies of all parties involved
- The impact on you of feeling the need to take this formal grievance route and any support you might need
- Whether the seriousness of the grievance means we need to involve other organisations to support it, or possibly the police, and how we can support you if we need to do this
- Whether we have the experience to deal with this grievance and whether we need to ask others to support us. We are seeking training to be able to hold space for a grievance in the best way we can.

We will do our best not to put a value judgement on what you tell us, or to underestimate the impact the grievance has on you. We are ready to be responsive and adapt the grievance procedure if you feel it does not support you to safely and clearly address what you have experienced.

After the meeting the Co-Directors will give you a decision in writing within an agreed time. We may need to seek external advice before we can get back to you and would let you know if so. The decision will be made with as much impartial judgement as possible based on what you tell us that you have experienced and the information you provide.

Please look at our other policies to see how this procedure links with our Safeguarding and Anti-harassment & Bullying policies.

As members of ITC (The Independent Theatre Council - <https://www.itc-arts.org/>) we will seek their advice throughout the grievance procedure to make sure we are working as well as we can be.

Appeal

If you are unhappy with the decision of whoever has heard your grievance (eg a Co-Director or a Committee member) and you wish to appeal, you should let that person know, again in any tangible written or recorded format that suits you.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by a senior manager at the umbrella dance organisation South East Dance who will act as mediator. Thick & Tight have an ongoing relationship with South East Dance. If no one at South East Dance has the right experience or knowledge to deal with the appeal, we will help you find someone who does. The decision about who the mediator is will be made in discussion with you. Again, we recommend that you bring someone with you to support you at this meeting.

After the appeal meeting you will be given a decision by the person who has heard your appeal, within an agreed time. This decision is final.

A copy of the publication 'Discipline and Grievances at Work, an ACAS Guide' can be found at <https://www.acas.org.uk/acas-guide-to-discipline-and-grievances-at-work>

If you are distressed about the grievance or while you wait for a result, we will help you find organisations who may be able to provide emotional support.

Date of last policy review	29 th November 2021
Date of next review	Autumn 2022
Signed	Eleanor Perry
Position	Co-Director