

Displace Yourself Theatre – Complaints Procedure

At Displace Yourself Theatre (DYT), we are committed to creating a safe, respectful, and inclusive environment for everyone we work with — including artists, staff, volunteers, trustees, and collaborators.

We recognise that raising concerns can feel difficult. Our Complaints Handling Procedure (CHP) is designed to provide a clear, supportive, and fair process for listening, responding, and learning from complaints.

Our approach is grounded in our core values as a charity to:

- **Nonviolent Communication (NVC)** – fostering empathy, honesty, and mutual respect.
- **Question Everything** - to question is to be creative
- **Fostering Care and Safety for all** - care for yourself, care for those around you, care for the wider world.
- **A Human-Centred Approach** - take time to breath and return to the body.
- **Anti-racism and equity** – ensuring all voices are heard and valued, particularly those from underrepresented or marginalised backgrounds.

Who can raise a complaint?

Anyone working with or connected to DYT, including:

- Freelancers, artists, and performers
- Staff members and volunteers
- Trustees and board members
- Visiting collaborators and partners

What can I raise a complaint about?

You are welcome to raise a concern about anything that affects your safety, wellbeing, or ability to participate fully in our work. This might include:

- Discrimination, harassment, or bullying of any kind (including racism, ableism, sexism, homophobia, transphobia, etc.)
- Unsafe, exclusionary, or disrespectful working environments
- Behaviour or decisions that conflict with DYT's values or policies

We are here to listen, even if you are unsure whether something "counts" as a complaint.

How to raise a concern or complaint

You can raise a complaint:

- **Verbally** (in a conversation or phone call), or
- **In writing** (via email or letter)

You are encouraged to use whichever method feels most comfortable for you. If possible, sharing in writing helps ensure clarity and record-keeping, but this is not required. If a verbal conversation is more accessible, we may ask that we record the conversation.

You can contact:

- **Mike Auger, Co-Artistic Director** – mike@displaceyourselftheatre.co.uk
- **Lily Rose Moharrer, Chair of the Board** – info@singlilyrosemoharrer.co.uk

What happens after I raise a complaint?

Stage One – Listening and First Response

We will:

- 1. Acknowledge your complaint within 7 working days**
- 2. Respond with care and clarity**, aiming to address the issue within 28 working days
3. If a full response takes longer, we'll keep you informed with regular updates

Our priority is to understand your experience fully. All parties will be offered the opportunity to share their perspectives. Where appropriate, we may seek informal resolution (such as a facilitated conversation, dialogue, or mediation), depending on your preferences and the situation.

Stage Two – Independent Review

If you feel the issue has not been resolved fairly at Stage One, you may request a formal review. This will be led by an independent person or panel not involved in the original handling of your complaint.

To initiate a review, please submit your appeal in writing to the Chair of the Board within **10 working days** of receiving the Stage One outcome.

You will receive a written response after the independent review. This decision will be final.

What outcomes are possible?

Every situation is different. Depending on the nature and seriousness of the complaint, possible outcomes may include:

- No further action (with explanation)

- A facilitated conversation or apology
- Organisational learning or policy change
- Training, coaching, or reflective practice
- Formal action, warning, or termination (if applicable and relevant)

We will always communicate outcomes respectfully and in writing.

Support during the process

We understand that raising a complaint can be emotionally taxing. We encourage you to:

- Bring a trusted person to any meetings
- Request language or access support
- Let us know how we can make the process safer or more comfortable for you

Everyone involved will be treated with respect, care, and confidentiality. We aim to respond with **empathy and accountability**, not defensiveness.

Our commitment

Complaints are not seen as conflicts to avoid, but opportunities to grow. By raising concerns, you help us build a more inclusive, just, and compassionate culture — for everyone.

Optional: Complaint Form Template

If it helps you to organise your thoughts, you can use the form below. This is optional.

Complaint Form

Your Name (optional): Your role/connection to DYT: Date of Incident(s): People involved (if known): Description of your complaint: *(What happened? How did it affect you?)*

What outcome would feel fair or supportive to you? *(Optional, but helpful to know your needs)*

Have you already spoken to someone about this? Yes / No If yes, who?

Preferred contact method (email/phone): Do you need any access support during this process? *(e.g., translator, support person, large print, etc.)*