

## **REPORTING, COMPLAINT HANDLING AND INVESTIGATION PROCEDURES SUMMARY**

*This document is a summary of La Mama Theatre's policy documents relating to discrimination, harassment, sexual harassment and bullying. It outlines mutual responsibilities and provides steps to take to address concerns. This is a summary of the document: Reporting, Complaint Handling and Investigation Procedures.*

### **RESPONSIBILITIES**

La Mama Theatre is committed to:

- Providing a safe, respectful and inclusive workplace environment that is free from discrimination, harassment, sexual harassment and bullying
- Investigating all reported incidents in a confidential and sensitive manner
- Sharing and following company policies in a transparent and accountable way.

It is your responsibility to:

- Ensure your own behaviour is always respectful
- Question and report offensive behaviour either directed to you or witnessed.

If at any time you feel unsafe or intimidated, or if you witness inappropriate behaviour, we encourage you to follow the steps below. It is your right to be provided with the company's policies and for them to be explained to you.

The procedure for reporting is outlined below and all cases will be taken seriously and treated sensitively. Each stage of this procedure should be agreed, in writing, with the complainant. We recognise that experiencing harassment can be complex and that thoughts and feelings around a particular incident may change during this process. Whether a report is formal grievance or an informal report, whether you are the manager or a colleague, or whether you witness an episode the following procedure applies in all cases:

### **STEP 1: ASK THE PERSON TO STOP**

*You should consider approaching the person or people involved to resolve your concern directly.*

- Ask the person to stop the behaviour. Often people do not realise when their behaviour is upsetting others. Telling the other person that their behaviour is unwelcome and upsetting to you may be enough for the behaviour to cease.
- If you do not feel comfortable with this approach, then you should report the conduct to the allocated person/s referenced below.

Remember, at any point, you could talk to anyone listed below.

### **STEP 2: REPORT THE CONDUCT**

If a complaint or concern cannot be resolved by informal discussion with the person or people directly (or you do not feel comfortable speaking with them yourself) you should discuss the matter with, and seek guidance from, any one of the listed La Mama representatives.

Any reports will be treated with sensitivity and will, wherever possible, remain confidential. You can submit your report in writing (by email) or verbally (in a confidential environment) and state whether this is a formal or informal complaint. Include evidence if you have it.

Who to report concerns or complaints:

- A nominated member of your production team (director, producer, stage manager)

- Caitlin Dullard, La Mama CEO - email: [caitlin@lamama.com.au](mailto:caitlin@lamama.com.au) 0430 033 495
- Hayley Fox, La Mama Venue Technical Manager: [hayley@lamama.com.au](mailto:hayley@lamama.com.au) 9347 6948

The following external contact people can be contacted by anyone working at La Mama - contact them directly should you need to, and arrange a confidential phone call or private meeting.

- Richard Watts, La Mama Committee Chair: : [rwatts@artshub.com.au](mailto:rwatts@artshub.com.au) 0433 369 089
- Caroline Lee, La Mama Committee Member: [pruli@alphalink.com.au](mailto:pruli@alphalink.com.au) 0416 060 317

Speaking with this person can help you understand whether the behaviour you are being subjected to could be harassment, sexual harassment or workplace bullying. In this discussion, the various options available for resolving your concerns will be explored.

Criminal offences, including assault or sexual assault, should be reported directly to the police.

### **STEP THREE: DETERMINING A COURSE OF ACTION**

The person to whom you made the report will share this evidence with the La Mama CEO who will meet with you in a safe, confidential environment to talk more about the events. You may bring a colleague or friend to this meeting. If the complaint is against the CEO or a Committee Member, the person to whom you made the report will share this evidence with a nominated member of the La Mama Committee.

### **STEP FOUR: INFORMAL RESOLUTION**

Where a complaint is made, there may be processes available to assist resolution, such as mediation. Whether these processes are appropriate depends on the nature of each individual complaint. Upon receipt of the complaint, such options will be considered by consultation between the complainant and the person handling the complaint.

### **STEP FIVE: FORMAL INVESTIGATION**

A formal investigation may be initiated where:

- The informal process requesting the inappropriate conduct to stop and/or informal resolution has been unsuccessful; and
- A formal complaint is made against a La Mama Theatre employee; or
- In any other circumstances where the CEO/Chairperson considers it appropriate.
- In the event that a complaint proceeds to investigation, the person against whom the complaint is being made will be notified immediately.

La Mama Theatre will exercise its discretion as to whether to investigate a complaint. Not all complaints are appropriate for investigation. For example, complaints that are frivolous, vexatious or lacking in substance will not be investigated.

The complainant and the person(s) against whom the complaint is made, will be informed of whether or not the complaint is substantiated. If the complaint is substantiated, La Mama Theatre will take appropriate action.

**STEP SIX: the CEO will meet with the person against whom the complaints/reports are brought.** This meeting is in a safe, confidential environment and an appropriate amount of time will be given to this meeting.

**STEP SEVEN: Actions are agreed and communicated to both parties.** Where required, measures will be put in place to support the person making the report, which could include the opportunity to be accompanied by a colleague, friend, La Mama Theatre staff member or member of a production's team.