



December 2018

## **THEATRE UNLIMITED PERFORMING ARTS COMPLAINTS AND DISPUTE RESOLUTION POLICY**

### **Introduction**

Theatre Unlimited Performing Arts (TUPA) is a community-based musical theatre group established in Mississauga in 1989. The group is committed to supporting the arts and culture in the City of Mississauga by entertaining the community with quality musical theatre productions. In addition to producing a musical production each year, TUPA is committed to offering individuals an inclusive and family-friendly, community theatre organization in which to become involved.

### **Reporting Complaints**

Any member, contracted staff or volunteer who believes that he or she has been a victim of harassment or who has witnessed such behavior directed at others should report the conduct to the show's stage manager, a producer, or a member of the Board of Directors.

### **Investigation of Complaints or Incidents**

Complaints of harassment, incidents of workplace violence or breaches of the Code of Conduct will be promptly investigated by TUPA in a manner appropriate to the circumstances.

### **Communication of Results and Corrective Action**

Following the conclusion of the investigation, the complainant may be informed in writing of the results of the investigation and of any corrective action that has been taken or that will be taken as a result of the investigation, as required by applicable laws.

## **Confidentiality**

To protect the interests of all involved, confidentiality will be maintained throughout the complaint and dispute resolution process to the extent practicable and appropriate in the circumstances.

## **No Reprisal**

TUPA will not retaliate in any way against anyone who files a complaint in good faith or who acts as a witness in relation to a complaint. TUPA also prohibits retaliation by anyone involved within the organization against anyone who makes a complaint in good faith or acts as a witness.

## **Updates to Policy**

This Policy shall be reviewed at least annually, or by schedule of review, and may be updated from time to time, as appropriate.