



## Grievance Policy

At Big Bad Wolf, we want everyone to feel safe, supported and respected. If a member/parent/carer has a concern or feels something isn't right — whether it's about how things are being run, or about another person — we're here to listen and help.

This policy explains what to do if you have a grievance (a serious concern or complaint) and how we will support you through it.

- **Step 1: Try to Talk It Through (Informal Stage)**

If you feel comfortable, we encourage members/parents/carers to talk to the person involved or a trusted adult within Big Bad Wolf (like a Committee Member or Production Team Member).

If you feel you cannot resolve the grievance on your own, then you can ask for support from an independent member of the Committee, who may be able to help guide the conversation, if appropriate.

- **Step 2: Make it Official (Formal Stage)**

If things can't be resolved informally, or if you feel unable to take that step, you can make a formal complaint in writing. For members, we would advise you involve your parent / carer in this process.

Please send your grievance to the Vice Chairperson of the Management Committee. Following this, a Grievance Panel will be set up to look into it. This panel will include: The Vice Chairperson, another Management Committee member; and a member of the Production Team, if it is a production related matter.

- **Step 3: If You Disagree with the Outcome (Appeals Stage)**

If you don't agree with the decision made by the Grievance Panel, you can appeal.

An Appeals Panel will then look at the situation again. This panel will include: The Chairperson of the Management Committee, another different member of the Committee, a different member of the Production Team, if it is a production related matter.

**Please note:** The Appeals Panel's decision is final, and there are no further steps after this.

- **You're Not Alone – Bring Someone With You**

At any stage in this process, you're welcome to bring someone you trust to support you. This could be a family member, or another member of the Company.

- **Conflict of Interest**

If someone involved in the grievance (or their family member) is also meant to be on the panel, they will step aside. A different, suitable person will be chosen to take their place, this decision will be made fairly by the remaining panel members.

If you have any questions or feel unsure about how to start, you can speak in confidence to a member of the Management Committee. We're here to make sure everyone in Big Bad Wolf feels heard, respected, and safe.