



Complaints Procedure

For Freelance Employees / Musicians / Staff / Volunteers

The Luminosa String Orchestra (Luminosa Music CLG)

Prepared February 2026
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Luminosa Music CLG
The Luminosa String Orchestra

1. Purpose

This procedure outlines how freelance musicians, artists, and contracted staff can raise concerns or complaints relating to their work with The Luminosa String Orchestra (Luminosa Music CLG)

It ensures that issues are:

- Handled fairly, confidentially, and without fear of reprisal
- Resolved quickly and at the lowest appropriate level
- Consistent with the orchestra's commitments to Safe to Create, Fair Pay and Practice, and Equality, Diversity & Inclusion (EDI)

The procedure covers complaints relating to:

- Unfair treatment or behaviour
- Breach of contract, payment, or professional standards
- Bullying, harassment, or discrimination
- Health, safety, or wellbeing concerns
- Any other grievance related to work with the orchestra

2. Principles

- Respect & Confidentiality: All complaints will be taken seriously and handled discreetly.
- Impartiality: Complaints will be investigated objectively.
- No Retaliation: Nobody raising a concern in good faith will be treated unfairly.
- Transparency: The process and outcomes (where appropriate) will be communicated clearly.
- Fairness: All parties involved will have the opportunity to be heard.

3. Scope

This procedure applies to:

- Freelance musicians and artists engaged on a per-project basis
- Guest conductors, creative collaborators, and technical freelancers
- Administrative freelancers and project staff
- Volunteers (for relevant non-employment grievances)

4. Step-by-Step Procedure

Step 1 – Informal Resolution (Optional but Encouraged)

- If possible, raise the concern directly and informally with the person(s) involved or with the Executive Director / Artistic Director.
- Many misunderstandings can be resolved quickly through open and respectful conversation.
- If resolved informally, no further action is required, but the individual may ask for a note to be kept on file for reference.

Step 2 – Formal Complaint

If informal discussion is not appropriate or fails to resolve the issue:

a. Submit the Complaint

Submit a written complaint (email or letter) to the Designated Complaints Officer -The Executive Director, Lucy Hayward O’Leary lucy@luminosa.ie

Include:

- Your name and contact details
- The nature of the complaint (with relevant dates and context)
- People involved
- Any attempts made to resolve it informally
- What outcome or solution you are seeking

b. Acknowledgement

- The Complaints Officer will acknowledge receipt within 5 working days.
- If they are the subject of complaint, another Board member will be appointed to manage the process.

Step 3 – Investigation

- The Complaints Officer will review the facts, possibly interviewing relevant parties.
- Notes will be kept and shared confidentially with those directly involved.
- The investigation will aim to be completed within 21 working days.
- Both sides will have the opportunity to respond to any claims made.

Step 4 – Outcome

After careful consideration:

- A written outcome will be communicated to the complainant, outlining findings and any proposed actions or remedies.
- Possible outcomes may include:
 - Mediation or facilitated discussion
 - Apology or clarification
 - Change to working arrangements or payments
 - Disciplinary or contractual action (if relevant)
 - No further action if the complaint is not upheld

If more time is needed, the complainant will be informed of the delay and given a revised timeline.

Step 5 – Appeal

If the complainant is dissatisfied with the outcome:

- They may appeal in writing to the Chair of the Board within 10 working days of receiving the decision.
- The Board will review the handling of the complaint and issue a final decision within 20 working days.
- This decision will be final.

5. External Support

If internal resolution is not possible or the issue involves serious misconduct (e.g., harassment, discrimination, or unsafe conditions), individuals are encouraged to seek external advice or report concerns to:

- Safe to Create (Irish Theatre Institute) — www.safetocreate.ie
Offers free, confidential support and legal advice for artists.
- Irish Human Rights and Equality Commission (IHREC) — for equality and human rights issues.
- Workplace Relations Commission (WRC) — for contractual or pay-related disputes.
- Gardaí or relevant authorities — for criminal matters.

6. Record-Keeping and Confidentiality

- All complaint records will be stored securely in compliance with GDPR.
- Only individuals involved in handling the complaint will have access to information.
- Anonymous or informal guidance notes may be used for organisational learning (without identifying individuals).

7. Review and Continuous Improvement

- The Board of The Luminosa String Orchestra will review this procedure annually or after any formal complaint.
- Lessons learned will be used to strengthen the orchestra's policies on conduct, safety, and fair practice.

Statement of Commitment

The Luminosa String Orchestra affirms its commitment to providing a safe, respectful, and fair working environment for all freelance musicians, artists, and collaborators. We believe that open, transparent dialogue and fair processes are essential to enabling everyone to feel safe to create and respected in their work.

Signed by the board of Trustees

Chairman Andrew Barber _____ Date _____

Secretary Michael Noone _____ Date _____

Catherine Gagneux _____ Date _____

James Harrold _____ Date _____

Michael Dooley _____ Date _____