

Feedback, Complaints and Concerns at Curious Pastimes

Any attendee may approach any member of staff if they have feedback, an OOC concern or a complaint. If a situation has occurred IC then it should be resolved IC. Players should not use IC actions to resolve OOC concerns or vice versa.

Full time volunteer staff at Curious Pastimes are:

- Game Team (identifiable by their white tabards with an R on the front/back and their Referee Callsign across the back) located at Referee HQ (marked on every event site map).
- Faction Command Team members/mercenary liaisons of which there are 3 in each faction who act as IC and OOC command teams.
- Event Team/Medical team (identifiable by their yellow high visibility waistcoats) located at Event HQ/Medical Tent (Marked on every event site map).
- Game Organisation Desk (GOD) team, located at the GOD (marked on every event site map).
- Permanent NPCs such as those at the College and Academy.

Part-time volunteer staff at Curious Pastimes are:

- Faction referees (up to 6 in each faction), players who assist with refereeing duties.
- Part time/casual Event Team; players who assist with event duties.

Stage 1 policy for concerns or complaints: INFORMAL RESOLUTION

Most complaints, concerns or minor rules breaches at events can and should be dealt with directly at the time by staff members where players are involved (for example by alerting a player to a broken rule or by letting someone know their blows are not pulled) or by discussion between staff members if there is a dispute between them.

If a player has a concern e.g. on a battlefield or during an IC fight or similar, such as another player taking too many hits, they should raise it with a staff member rather than dealing with it themselves.

This stage explicitly does not apply if a complaint or concern has been escalated or resolved previously. In this circumstance concerns and complaints should immediately be escalated to the Event Manager, Game Manager or the Directors.

Staff should not deal with concerns and complaints on their own unless they feel absolutely comfortable to do so. Even if they do so and feel the situation is adequately resolved, the incident should be reported to either the Game/Event Manager or a Director if any kind of conversation has occurred. Staff do not need to record instances like reminding someone to take a hit or how a spell works. This ensures clear communication and that Curious Pastimes is fully aware should issues arise connected with this incident at a later date. It also ensures that any person who has been spoken to by multiple staff members is noticed. This may well be nothing more than a conversation, but it is important that multiple people are aware of any significant situation.

Stage 2 policy for concerns and complaints: ESCALATION TO GAME OR EVENT MANAGERS/DIRECTORS

Any staff member or player may escalate any concern/complaint for any reason. Staff members may also seek advice or support in dealing with concerns or complaints that have been brought to them. Some concerns or complaints may immediately be escalated without moving through stage 1, for example if a staff member does not feel comfortable resolving something alone, if they feel there may be a conflict of interest due to existing relationship(s) with those involved in the situation or if a concern/complaint is obviously of a more serious nature.

Escalation should be made to/advice and support should be sought from:

- the Game Manager (Emmylou Laird/callsign: Emmylou)
- the Event Managers (Denys Froehlich/callsign: Homebrew, Pippa Bell/callsign: Gincident)
- any one of the Board of Directors of Curious Pastimes Ltd. (Mike Dudley/callsign: The Baron, Emmylou Laird/callsign: Emmylou, Donna Reilly/callsign: GOD, Peter Reilly/callsign: TBC and Jim Thompson/callsign: Unkle Jimmy)

If you wish to speak to one of these people, please go to the Event Hut or GOD, where they are usually located, or can be reached by another member of their team.

Any person who wishes to discuss a concern or complaint with a person of a specified gender or other identity should let us know and we will do our best to accommodate these wishes. Anyone wishing to raise a complaint or concern may be accompanied by a companion.

All escalated incidents and resolutions at events are recorded in an event log kept by the Event Manager and shared with the board between events. The event log is confidential as per the Curious Pastimes Privacy Policy. (Minor (stage 1 above) concerns and/or complaints raised with members of Game Team or Faction Command staff will not usually be included in this record unless they are escalated to the Game Manager, Event Manager or the Board of Directors as they are usually deemed to be resolved.)

To raise a concern or complaint outside of an event please contact info@curiouspastimes.co.uk (this email address is looked after by board members Peter and Donna Reilly). All emails outside of events are kept as a record in line with the Curious Pastimes Privacy Policy. The event records and emails are combined and can form a record about an individual or a situation that may be referred to later if further incidents occur. This information is held securely, as per our Privacy Policy.

There are situations where a more serious complaint or concern is raised. In this case we use a specific policy and set of processes:

Stage 3 policy for concerns or complaints: CURIOUS PASTIMES LTD. MAJOR COMPLAINTS POLICY

If a resolution is not found at stage 2, a concern or complaint can be further escalated. This policy refers to situations that are judged (either by the person making the complaint, a relevant party or the board themselves) to be of such significance that they need to be acted on at the Curious Pastimes Board of Directors level. It is not necessary to go through any process before bringing such a complaint to the board. These complaints can occur at events or outside of events following email contact. Some concerns or complaints may immediately be escalated without moving through stage 1 and/or 2.

Staff should never deal with concerns and complaints of this nature, they should be immediately escalated.

Complaints are always dealt with by considering the wishes of the person(s) making the complaint (known as the complainant) in terms of actions taken. However, Curious Pastimes may sometimes need to take action without involving the complainant; for example a person may be banned from events following a complaint if the company feels that the situation is merited.

Curious Pastimes support the decisions of the **complainant** when deciding whether to involve an outside party, for example the police, and will support the complainant in whatever decision they make. The only exception to

this is if the law appears to have been broken. In such circumstances we are required to report incidents to the police, for example a situation where we needed to call the police to a site due to a fight or theft of property.

Complaints can be made without alerting the person the complaint is about (known as the **complainee**). This can mean that Curious Pastimes are limited in the actions they can take, for example if someone chooses to make a complaint about a person's behaviour and asks for the accused person not to be approached then the behaviour may not change.

No complaints may be taken from under 16 year olds without their "Responsible Adult at Curious Pastimes" (see code of conduct for young people) being present/representing them. Curious Pastimes recognise the autonomy of young people aged 16-17 in allowing them to attend events independently, but we will ask for a young person to involve their "Legally Responsible Adult" (see Code of conduct for young people ages 16-17) in the case of any major complaint.

At the judgement of the company, an individual may be immediately banned from attending Curious Pastimes Ltd. events, including asking them to leave an event that they are attending. In such circumstances a right of appeal after the fact exists, as outlined below.

Where a major complaint is judged to be less serious than requiring a person to leave an event, but not insubstantial, the complainant will be asked to have a meeting with at least 2 members of the Curious Pastimes Board of Directors. The person may have a companion when attending this meeting, the board should be told who has been chosen, if anyone. A companion can be included at any point in the process. If a complaint is made outside of an event then it may not be possible to have a face to face meeting. Instead a telephone, video or similar meeting can be arranged. In this circumstance the complainant will be sent minutes of the meeting which will include what was discussed including details of actions, if any, that the Board of Directors or the complainant have agreed to do, as well as agreeing the nature of how the complaint shall be put to the complainee – If and only if this is the outcome of the meeting.

If the complainant has decided to take no further action then the discussion will be kept on record. As above, Curious Pastimes may decide to take an action independently of the complainant. In the case that multiple complaints are made about a complainee, they may all be taken into consideration when making a decision about an action. The identity of a complainant would never be revealed without explicit permission. If further complaints are made about a complainee, Curious Pastimes may approach a historical complainant to ask them a question or let them know if an action is being taken.

If the complainant has decided that the complainee should be approached, then at this stage there may be a need to gather supporting evidence. This may require further meetings or other enquiries. All of this would be carried out with the permission of the complainant unless Curious Pastimes have made a decision to proceed independently; in which case the identity of the complainant would be kept confidential. When this is concluded, at least 2 members of the Curious Pastimes Board of Directors will review the information to establish the best course of action. This could be an agreed course of action such as, but not limited to, talking to the complainee to let them know a complaint has been made about them and having a meeting as below, banning a person from attending events or agreeing that people "must avoid" each other.

If it is decided that the complainee will be informed, they will at this point be contacted and presented with the complaint, detailing its nature and any supporting evidence as appropriate.

It is expressly not a requirement that the complainant is named in the documents presented to the complaine.

After being told about the complaint, the complaine may have a companion to support them. The board should be told who has been chosen, if anyone. A companion can be included at any point in the process.

When the complaine has been told about the complaint and seen the documentation, they will be asked to make a statement and have a meeting with members of the board; including their companion if appropriate. The complaine will be sent minutes of this meeting, including details of actions, if any, that the Board of Directors and/or the complaine have agreed to do.

Further written responses and meetings will then follow the method as outlined above if necessary, until the board feels that they are in a position to reach a conclusion. These are discussed/agreed with the person(s) they affect before being put in place, but they could be a requirement of attending events. Outcomes from complaints could be, but are not limited to, the following:

- “Must Avoid” - where 2 or more people agree to avoid each other at events as much as possible. This includes both parties agreeing not to enter a camp or area where the other is. There may be additional elements to the agreement, such as both parties agreeing not to enter each other’s faction camp area or similar.
- One or more people being banned from entering certain areas of an event, for example a faction camp, the ritual circle or the battlefield.
- One or more people agreeing not to take part in a specific area of the game, for example battles/skirmishes, rituals or monstering.
- One or more people being suspended from attending a limited number of events.
- One or more people being banned from all Curious Pastimes events.

Once concluded, the board will communicate their decision to any relevant parties. The board will let any appropriate groups or individuals know the decision, for example Faction Command Teams in the case of someone being asked to avoid a particular faction or members of the Event Team in the case of someone being banned.

In all cases the Curious Pastimes Board of Directors will let the complainant and (if appropriate) the complaine know their decision regarding a complaint as soon as practically possible. Any decision is at the discretion of the Board of Directors. A record will be put on file for further reference of all relevant evidence and the decision, including any time limit(s).

Right to Appeal

In the case where a decision has been made which restricts a complaine’s access to events or areas of events, the complaine may ask for the decision to be reviewed. If this is agreed by the Board of Directors, a meeting will take place with at least 2 members of the Curious Pastimes Board of Directors who were not involved in the original decision, as per the process above.

Complaints are confidential, this means Curious Pastimes will not discuss the details of a complaint with anyone except for:

- the complainant and any person(s) they explicitly permit to be included in discussions;
- (if appropriate) any complaine and any person they choose to accompany them.

This confidentiality includes the outcome of a complaint. Curious Pastimes do not discuss who is banned from their events in most circumstances. There may be rare exceptions to this; please contact us if you feel you have a legitimate reason to ask whether a particular person is banned from Curious Pastimes and we will make an individual judgement.

There are some situations where a public statement may be required following a concern or a complaint, for example if a situation has been made public by external parties, but Curious Pastimes will never disclose confidential personal information under any circumstances.

This policy applies to all complaints.

Members of the Board of Directors may not be involved in investigating or reviewing a concern or complaint regarding themselves, their family members or if they have a conflict of interest, for example if they have provided evidence for a complaint.

Curious Pastimes do not routinely discuss complaints with staff team members, for example if a complainant is a member of a faction, a Faction Command Team may not be aware of a complaint made by them. There are some situations where it may be appropriate to notify command team members/mercenary liaisons about the outcome of a complaint or investigation, for example as above if a person has been asked to avoid an area or particular activity, but this would be in discussion with the complainant/the complainees as appropriate. The Game Manager/Event Manager/Game Management Teams and the Directors may need to be informed of the progress or outcome of a concern or complaint process in order to fulfil their roles.