

# Client Disciplinary and Grievance Procedure

## 1. Introduction

This Client Disciplinary and Grievance Procedure outlines the process for addressing disciplinary matters and grievances raised by clients of Two Larks Productions Ltd. It aims to ensure fair treatment, prompt resolution, and uphold the standards of professionalism and service excellence.

## 2. Scope

This procedure applies to all clients who engage with Two Larks Productions for services, advice, or any form of business relationship.

## 3. Disciplinary Procedure for Clients

### 3.1 Principles

- Disciplinary action against clients will be considered in cases of misconduct, breach of contract, or behaviour that is deemed unacceptable.
- The procedure will be conducted with fairness, impartiality, and consideration of all relevant facts and circumstances.
- Any disciplinary action taken will be proportionate to the severity of the misconduct or breach.

### 3.2 Process

#### **Identification of Misconduct:**

Misconduct by a client may include non-payment of fees, breach of contractual terms, abusive behaviour towards staff, or any action that jeopardises the professional relationship.

#### **Investigation:**

Upon identification of misconduct, an investigation will be conducted to gather evidence and understand the circumstances surrounding the alleged misconduct.

#### **Notification:**

The client will be formally notified of the allegations against them and provided with an opportunity to respond.

#### **Disciplinary Meeting:**

If necessary, a disciplinary meeting may be arranged to discuss the allegations and allow the client to present their case.

#### **Decision:**

Following the disciplinary meeting or review of evidence, a decision will be made regarding any disciplinary action to be taken.

**Communication:**

The client will be informed in writing of the decision and any consequences or actions resulting from the disciplinary process.

## 4. Grievance Procedure for Clients

### 4.1 Principles

- Clients have the right to raise grievances concerning the services provided, conduct of staff, or any other aspect of the business relationship.
- Grievances will be handled promptly, impartially, and with sensitivity to client concerns.
- Clients will be kept informed of the progress and outcome of the grievance process.

### 4.2 Process

**Grievance Submission:**

Clients may submit grievances in writing or through designated communication channels provided by Two Larks Productions.

**Acknowledgment:**

Upon receipt of a grievance, Two Larks Productions will acknowledge receipt and initiate the investigation process.

**Investigation:**

An investigation will be conducted to understand the nature of the grievance, gather relevant information, and identify potential resolutions.

**Resolution Meeting:**

If necessary, a meeting may be arranged with the client to discuss the grievance and explore possible solutions.

**Decision:**

Following the investigation and discussion, a decision will be communicated to the client in writing.

**Follow-Up:**

Two Larks Productions will take appropriate actions to address the grievance and implement any necessary changes to prevent similar issues in the future.

## 5. Review

This Client Disciplinary and Grievance Procedure will be reviewed periodically to ensure its effectiveness, relevance, and compliance with regulatory requirements and best practices.