



COMPLAINTS PROCEDURE

The Casting Directors' Guild is a professional organisation of casting directors in the film, television, theatre, commercials, audio and games communities in the UK and Ireland who have joined together to further their common interests in establishing a recognised standard of professionalism in the industry, enhancing the stature of the profession, providing a free exchange of information and ideas, honouring the achievements of members and standardisation of working practices within the industry. Please note, the CDG is a professional and advisory body, not a Trade Union. The CDG does not employ casting directors and has no jurisdiction or legal powers, except over its own membership criteria, but will do everything it can to offer people in the industry support and guidance if they have a complaint against a CDG member. The CDG is committed to fairness and due process and therefore we also have measures in place to support a CDG member who has had a complaint made against them.

All members of the Guild abide by our Code of Conduct, a copy of which can be found here [Code of Conduct - The CDG](#). Casting Directors must take all reasonable steps to protect the safety and wellbeing of actors they are auditioning, as well as the safety and well-being of their employees and associates.

We do not, under any circumstances, condone any forms of abuse (intentional or otherwise) within our industry. Please see the Code of Conduct above or the ACAS website [Understanding bullying, harassment and discrimination: Handling a bullying, harassment or discrimination complaint at work - Acas](#) for definitions of bullying and harassment.

The CDG Complaints Procedure

If any person, has a complaint (observed or experienced) against any member of the CDG, based on their behaviour or failure to adhere to our Code of Conduct, please do not hesitate to contact us for support and guidance. Any enquiry will be treated with the utmost respect and in the strictest confidence. Please contact Sophie Hallett at info@thecdg.co.uk.

Some information regarding our grievance procedure:

Who will see the first enquiry/contact?

- Sophie Hallett is the Chief Operating Officer (COO from here on in) for the CDG (the COO), employed by the members of the Guild but not a professional casting director herself.
- The COO will treat your approach in the strictest confidence, unless there is a possibility that a criminal act has been committed (which may need to be reported to the police) or you are at risk of immediate harm. She will be aware of your email/contact details (unless you use the option in the next section) but please be assured that



your email or contact will not be seen by anyone else (i.e. no other casting professional) without your permission. She will take no further action or contact any member of the Committee, or any other casting professional, or any third party, without your specific instruction. NB the Committee consists of six board members who are all Casting Directors in their own right (specific roles on the Committee: Chair, Vice-chair, Treasurer)

There is an option to complain completely anonymously (i.e. without revealing your email address or name even to the COO). This is available here [Complaints - The CDG](#). However, since the COO won't have a way to communicate with you directly, these complaints will be noted, but you will not receive a reply to or feedback on your complaint. In these instances, the complaint will be shared with the Committee.

What action can the CDG take if you make a formal complaint?

We can advise you about how to make a formal complaint against a member of the CDG and can also guide you towards appropriate third-party mediation and resolution e.g *Support for you - Film and TV Charity* [The Film and TV Charity \(filmtvcharity.org.uk\)](#) and if necessary the Police, Equity or the employer of the casting professional. It will then be up to them to investigate the substance of your complaint (which the CDG itself cannot do).

What happens next if the person is a member of the CDG?

- Please note we can only respond to complaints made against a CDG member. If you have a complaint against a casting professional the COO will need to know if that person is a current member of the CDG. If they are not a member of the CDG they fall outside our jurisdiction.
- If you have used your own email, the COO will contact you and ask if you would be happy for your complaint and/or name to be shared with the Committee. All complaints (both formal and informal) will be taken to the Committee for discussion. If your complaint happens to be about a Committee member then they will not be included in the conversation.
- You have the right to remain anonymous, however, the Committee will be limited in the actions it can take - and you will be limited in the actions you can take - unless a formal complaint is made.

What action can the CDG take if you make an informal complaint?

- The content of the complaint will be discussed by the Committee.
- Based on the nature of the complaint, a decision will be made by the Committee about what action to take.



What will happen if a formal complaint is upheld?

- If a formal complaint is upheld against a CDG member this may lead to that member being suspended, expelled or asked to leave the Guild depending on the nature and severity of the offence.

What will happen if you make an allegation which does not lead to further action?

- The person who brings a complaint to the CDG or who participate in good faith in any investigation will not suffer any form of retaliation or victimization by members of the Committee as a result of any report made. If an individual makes an allegation which is not upheld by subsequent investigation, no action will be taken by the CDG against that individual.
- Complaints will be logged (in accordance with GDPR legislation) even when you choose not to pursue any further action, withdraw your claim or there is insufficient evidence for the CDG to take action. Should a pattern of abusive behaviour by a member of the CDG become apparent over time, the COO will – maintaining confidentiality – make that known to the Chair or CO-Chairs. Should they agree there are good grounds, they and the Committee may choose to pursue further investigations, including speaking to the member concerned, as long as those enquiries are not attributable to any specific complainants if anonymity has been requested. The Committee will act appropriately and transparently on the findings.

Urgent procedures (cases of sexual or physical assault)

If you have been attacked, even if it happened some time ago, you are advised to seek help. You may decide to report the incident(s) to the police. The COO or any member of the Committee can give you support, to the best of their ability, to help you decide what to do.

If you have been sexually assaulted or raped recently, you are advised to seek medical help as soon as possible.

In order for legal proceedings to be initiated as a result of either a physical or sexual assault it would be necessary for a police report to have been made.

Every individual is unique and will respond differently to an experience of sexual violence and it is your choice what you decide to do. Talking to an independent, specialist charity like a Rape Crisis Centre can help. Find details of your nearest services at www.rapecrisis.org.uk



CDG MEMBERS – what does this mean for you?

- If a formal complaint is made against you, and the complainant decides to progress the complaint further then the Committee will help you to understand the process involved. If appropriate, we will guide you towards third-party mediation and resolution and/or legal advice, as we have no legal powers or expert knowledge ourselves.
- If an informal complaint is made against you, we may contact you to discuss the nature of the complaint. We may discuss best practice, our Code of Conduct and/or make suggestions as to what the member should do moving forward.

Other Useful Links:

[Bullying, harassment and racism prevention | BFI](#)

filmtvcharity.org.uk/

[Support for you - Film and TV Charity \(filmtvcharity.org.uk\)](http://filmtvcharity.org.uk/)

[Your Wellbeing Check-In - Film and TV Charity \(filmtvcharity.org.uk\)](http://filmtvcharity.org.uk/)

[Equity](#)

nhs.uk/service-search/other-services/Rape-and-sexual-assault-referral-centres/LocationSearch/364

[Samaritans | Every life lost to suicide is a tragedy | Here to listen](#)

switchboard.lgbt

[Theatre Helpline](#)

TheatreSupport.Info

[Mental health and wellbeing webinars \(TheatreMeansBusiness.info\)](http://TheatreMeansBusiness.info)

[National Bullying Helpline contact information](#)

thesurvivorstrust.org/sarc

[Times Up UK – The TIME'S UP UK Guide to Working in Entertainment](#)

[Wellbeing resources webpage](#)