



COMPLAINTS PROCEDURE

The Casting Directors' Guild is a professional organisation of casting directors in the film, television, theatre and commercials 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

All members of the Guild abide by our code of conduct, a copy of which can be found here: **[link to Code]**. Casting directors must take all reasonable steps to protect the safety and wellbeing of actors they are auditioning, as well as their employees and associates.

We completely condemn any and all behaviour that abuses, disrespects and undermines any individual. Sexual or physical abuse, coercion, harassment and bullying have no place in our industry, or any other.

The CDG Complaints Procedure

If any actor or casting professional has a complaint against (observed or experienced) a member of the CDG or casting professional, 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 current administrator for the CDG (the **Administrator**), employed by the members of the Guild but not a professional casting director herself.
- The Administrator will treat your approach in the strictest confidence. 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.



What happens next?

- At this – or at any – stage you may prefer not to deal with other casting professionals, or not to involve CDG, in which case the Administrator will help you address/direct your complaint to a suitable third party (e.g. Equity, the police, the employer of the casting professional).
- If you have a complaint against a casting professional the Administrator may ask if that person is a current member of the CDG. If you are unsure and/or would rather not name the person involved, she will show you a list of all members and you can confirm with a yes or no answer. If they are a current member the Administrator will then ask if you are happy for the matter to be raised with the Chair of the Committee, again in strictest confidence. If they are not a member, the Administrator and the Chair will assist you with your complaint as much as possible, which may include helping you contact a suitable third party (e.g. Equity or the police or the employer of the casting director (s))
- If the casting professional is a member of the Guild, you will be contacted by the Chair of the Committee or other Committee member, with your permission, to discuss the details of the complaint.
- Complaints will, so far as is reasonably practicable, be kept confidential.

What action can the CDG take?

- We can provide informal counselling and advice.
- We can act as an impartial mediator if appropriate.
- We can help you make a formal complaint against a member of the CDG, which may lead to that professional being suspended, expelled or asked to leave the Guild.
- We can help you find appropriate legal advice or contact other third parties, e.g. the police, Equity or the employer of the casting professional

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

- No actor or casting professional will be discriminated against or treated less favourably as a result of any report made. If an individual makes an allegation which is not confirmed by subsequent investigation, no action will be taken against that individual.
- Complaints may be logged even when you choose not to pursue any further action, withdraw your claim or there is insufficient evidence for the CDG to take action in accordance with our Data Protection Policy. Should a pattern of abusive behaviour from a member of the CDG become apparent over time, the Administrator will – maintaining confidentiality – make that known to the Chair. 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 immediately. You may decide to report the attack to the police. The Administrator or any member of the Committee will give you support and help you decide what to do. If you go to them, further action involving you will not be taken without your express permission.

If you have been sexually assaulted or raped recently and are in urgent need of medical care or attention, you are advised to seek medical help as soon as possible.

Every individual is unique and will respond differently to an experience of sexual violence. There is no right or wrong way to be or feel and ultimately it is your choice what you choose 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