



**Part  
4**

## **Complaint Procedures**

These outline the ways and means of handling complaints and infractions:

- Whom to complain to
- Who follows up
- How complaints are handled
- Timeliness of response
- Confidentiality
- Due process
- Documentation
- Legal concerns
- Levels of severity
- Pathways for improvement and pathways for ultimate removal

The best guide we have found on this topic is [\*\*\*How to Respond to Code of Conduct Reports\*\*\*](#), by Valerie Aurora and Mary Gardiner, available for free from Frameshift Consulting. This guide covers what to include and what to leave out as well as guidance for how to respond to infractions.

In addition, the following examples provide sample language you can use, in the dance context. Local organizers can adopt these procedures for their own policies, or adapt them as needed. An additional writing template would be duplicative, so we simply encourage you to review these examples and cite them as a source as you craft your own complaint procedures:

- [BIDA “How We Can Help”](#)
- [Old Farmer’s Ball Complaint Procedures](#)
- [Policy for Dealing with Complaints of Inappropriate Behavior](#)
- [Taking a Safety Report](#)
- [Philadelphia Area Traditional Music and Dance Policy and Procedures for Dealing With Complaints of Inappropriate Behavior](#)