

## **Policy for Addressing ITA Complaints**

### ***Rationale:***

When an individual or organizational ITA member takes issue with any ITA action or decision, there needs to be a procedure in place for addressing that/those concerns. Further, the procedure needs to allow for a way to resolve the issue.

### ***Procedure:***

When issues arise within the organization, the following procedure should be used:

- 1) The issue or concern is to be described in writing and submitted to the President of the Board.
- 2) The President will notify the complainant of receipt of the complaint within one week and describe next steps in the process.
- 3) The President of the Board will appoint a committee chair and two Board Members who will discuss and review the concern, and respond in writing to the originator within 45 days of receipt of the complaint.
- 4) If the issue still remains unresolved to the satisfaction of the originator of the complaint, the concern will be heard by either the Executive Committee or Full Board of Directors, depending on whichever meeting occurs next.
- 5) By majority vote the Board will determine an appropriate course of action within 30 days. This vote will constitute the final resolution of the complaint.

If the complaint directly involves the President, all directives listed above will fall to the First Vice-President.

Revised and Adopted by the Board of Directors on February 23, 2014

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