



CONCERN RESOLUTION

Iron Crow Theatre is committed to providing good working conditions for its volunteers. Important to this commitment is encouraging an open and honest atmosphere in which any volunteer can raise a problem, complaint, suggestion, or question. In turn, Iron Crow Theatre's Senior Administration and, as appropriate, Board of Directors will provide a timely response. Iron Crow Theatre strives to ensure fair and honest treatment of all volunteers and all are expected to treat each other with mutual respect. We encourage you to offer positive and constructive criticism. If you disagree with established rules of conduct, policies, or practices, you can express your concerns through the "concern resolution" procedure. No volunteer will be penalized, formally or informally, for merely voicing a concern with Iron Crow Theatre in a reasonable, businesslike manner, or for using this concern resolution procedure.

CONCERN RESOLUTION PROCEDURE

If a situation occurs when you believe that a condition or a decision affecting you is unjust, unsafe and/or inequitable, we encourage you to make use of the following steps. You may discontinue the process at any step:

You may present the concern to administrative or production leadership after an incident occurs or a question arises. Administrative or production leadership will respond to the concern in a timely manner or after consulting with appropriate other parties, when necessary. The member of the administrative or production leadership contacted will document the discussion. If administrative or production leadership is unavailable or you believe that it would be inappropriate to contact such individuals, you may present your concern directly to the Managing Director.

If the problem remains unresolved after approaching administrative and/ or production leadership you may present the problem to the Managing Director or the Artistic Director.

If the Managing Director or the Artistic Director is unavailable or you believe that it would be inappropriate to contact such individuals, you may present your concern directly to the Board of Directors Ombudsperson.

IRON CROW THEATRE
BALTIMORE'S AWARD-WINNING PROFESSIONAL QUEER THEATRE

P.O. Box 50074, Baltimore, MD 21211
443.637.CROW / info@ironcrowtheatre.org
www.ironcrowtheatre.org

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