

# Concern Resolution Path

Windich Ltd t/a Josie Jaffrey  
8 May 2026

*This document has been adapted from the Hartlife NFP policies that were graciously shared with the community.*

**Level One:** Some uncomfortable interactions are the result of misunderstandings, mistakes, ignorance or well-meaning but hurtful lapses of judgement. Often a quick exchange addressing the concern can be the most effective way to foster a supportive, open environment for everyone involved.

If you feel comfortable and safe doing so, we encourage you to directly address your Level One concerns with the individual(s) involved. This interaction can take place immediately or after some time has passed, in the presence of others such as at a rehearsal or meeting, or privately. However, if the interaction takes place privately, we strongly suggest informing a member of the Production Team so we may fully be aware and support you should a need for further action arise.

*Possible Outcome: The offending individual apologizes, and the apology is accepted.*

**Level Two:** If you are not comfortable directly addressing the individual(s) involved, or if you addressed the individual(s) but no resolution can be agreed upon, Jo Windich (AKA Josie Jaffrey) is this company's Designated Reporter. As a representative of this company, she is available to help you resolve any concerns or issues that may arise throughout the duration of this production.

*Possible Outcomes: The Designated Reporter addresses the behavior with the offending individual who then apologizes and commits to do better, the offending individual is made to sign a form acknowledging their behavior which is then kept on record with the company, other disciplinary action, etc.*

**Level Three:** If an issue cannot be resolved through Level One or Level Two, if the Designated Reporter in Level Two needs assistance or feels the need to escalate the report, or if you are not comfortable for whatever reason reporting to the Designated Reporter, another member of the Production Team may be contacted.

*Possible Outcomes: Including those outcomes listed above, the offending individual is removed from their position, authorities such as Union Representative or Police are notified, other disciplinary action, etc.*

If the behavior reported is a criminal act, such as assault, please contact the Police as well as company leadership. If you would prefer, the company may reach out to the Police for you. The company will request consent before contacting Police on your behalf.