

COMPLAINTS PROCEDURE POLICY

The Trustees and Committee are committed to ensuring that any complaints made by members are dealt with fairly and effectively to the best of our ability and within our resources. We recognise that constructive complaints can be used actively to improve performance.

Complaints concerning any matters affecting the Choral Society and/or its members may be made orally to any member of the Trustees or Committee. If the problem cannot be resolved informally, it shall be referred in writing to the Chairman of the Committee, who shall deal with the matter if possible.

If the complainant so requests, in writing to the Chair of the Committee, or if the Chair of the Committee is unable to resolve the matter to the satisfaction of the complainant, it may be referred to the Trustees.

The person dealing with the matter (i.e. the Chair of the Committee or the Trustees, as appropriate) shall have the right to interview all persons who may be involved in the matter in any way. A response shall be given to the complainant within a reasonable timescale, which in all but exceptional circumstances would be expected to be within one month of the complaint being received.

Each complaint shall be recorded in the Complaints Register, together with a note of the outcome, the date, and the name of the person handling it.

October 2016

Signed by the Committee Chairman on 20th October 2016