



BURTON CONCERT BAND COMPLAINTS POLICY

The aims and purpose of this policy

The purpose of this document is to clearly outline how any band member can raise any concerns or complaints within the band and how this will be handled.

This policy does not apply to any safeguarding concerns. Concerns of this nature should be dealt with using the safeguarding procedures: <https://burtonconcertband.co.uk/wp-content/uploads/2024/08/Safeguarding-Policy-BCB-2024.pdf>

Raising a complaint

Complaints can be raised via this online form: <https://burtonconcertband.co.uk/feedback-to-committee/> and will be sent to the committee.

If the complaint relates to a committee member another committee member can be contacted directly. <https://burtonconcertband.co.uk/committee/>

Once the complainant has reached out to the appropriate person, the said person should arrange to meet with complainant as soon as possible, to fully discuss the complaint.

Whenever possible the complainant will be told during the meeting what actions will be taken to address the complaint and in due course the outcome of these actions.

It is not always possible to inform the complainant the full outcome of the actions taken in response to the complaint raised for reasons such as confidential information relating to a third party. If this is the case the complainant will be made aware of this.

In other instances, it may be that there is no further action needed. If this is the case the complainant will be made aware of the reasons for this.

If a complainant wishes to remain anonymous this should be communicated to those involved at the earliest opportunity. Every effort will be made to respect this. However, anonymity in all situations cannot be guaranteed. If this should happen the complainant will be informed.

If a complainant wishes to have support when raising a claim, they may bring representative with them. However, the upmost consideration should be taken to respect the confidentiality of others involved.

Please be aware that a record of any complaints or concerns will be kept in the band records.

Timescale

Any concerns or complaints should be raised at the earliest opportunity.

The committee will acknowledge receipt of your complaint within 7 days and will respond in 14 days. If for any reason this timescale cannot be adhered to, a written response will be sent to explain this and to indicate when we expect to be able to reply.

Committee Complaints Process

All complaints are to be handled thoroughly, on a case-by-case basis. The committee will ensure they fully listen to and understand any complaints. Complaints will be handled fairly and transparently ensuring outcomes are equitable. Complainants will be handled in a polite and respectful manner while being offered support.

Confidentiality will be held as the highest priority and, when requested, anonymity will be maintained to the best of our ability. In instances where this cannot be upheld the complainant will be informed of this prior to sharing information with the relevant parties.

The committee will ensure that equality and diversity is recognised to promote a complaints system that responds in a sensitive manner to individual's needs, backgrounds and people's different lived experiences. The views and experiences of individuals will be acted upon, and feedback will be encouraged. Feedback will be used to help identify where we can improve.

We will:

- Acknowledge, in writing, any complaints raised within 7 days.
- At the earliest opportunity arrange a meeting with the persons involved to investigate any complaints fully.
- Aim to provide a written response within 14 days informing the complainant how the complaint will be managed. If this timeline cannot be adhered to the complainant will be informed in writing with an updated deadline.
- Keep clear records of the complaint, the investigation process, outcomes and recommendations.
- Act to prevent a recurrence of the issue.