

# THE NOTTINGHAM HARMONIC CHOIR

Registered Charity No. 231548



## Complaints Policy and Procedure

**Note: The legal entity known as The Nottingham Harmonic Society is referred to throughout this document as Nottingham Harmonic Choir (or the Choir). The Officers and all the other General Committee Members are, and may be referred to as, the Trustees.**

### 1. Introduction

- We aim to do our best to ensure that all members and volunteers associated with the Nottingham Harmonic Choir have a successful and enjoyable experience. We are committed to continuous improvement.
- We aim to do our best to ensure that members of the public, for example, members of a concert audience or participants at a Come and Sing event, have a successful and enjoyable experience.
- We recognise, however, that sometimes mistakes can occur, and things may not be done as well as they should.
- We are committed to ensuring that any complaints made by members, or the public are taken seriously and dealt with promptly, fairly, and effectively to the best of our ability and within our resources.
- We recognise that complaints can be used constructively to improve performance and behaviour.

### 2. If you have a complaint (members)

- If you have a complaint, first raise the matter with your Section Steward, who will do their best to resolve the issue. Email links to the Section Stewards are available on the Members' Page of the Choir website.
- If your Steward is unable to deal with the matter to your satisfaction, they will inform the Officers of the General Committee, and the issue will be dealt with as a formal complaint.
- If you are unwilling to discuss the issue with your Steward, you should address your complaint directly to the Chair in writing or by email. If the matter cannot be resolved informally, it will be dealt with as a formal complaint.
- If a formal complaint is made, the Chair (or designated member of the General Committee) will ensure that a record is made of the nature of the complaint and the date it was made, as well as the dates and details of progress towards its resolution. This record will be stored in accordance with the principles outlined in the Choir's Data Protection Policy and will be held by the Data Controller.

- The General Committee will review unresolved complaints at its meetings to ensure timely resolution.
- If a complaint cannot be resolved internally to the satisfaction of both parties, the General Committee may refer the matter to an independent adjudicator and take legal advice where necessary.
- If you would just like to make a comment or suggestion, there is an on-line suggestions box on the Members' Page of the Choir's website.

### **3. If you have a complaint (volunteers or members of the public)**

- If a member of the public approaches a member of the Choir with a complaint, they should refer the complaint to the Chair in person if possible. Alternatively, the complaint can be reported by completing the contact form on the website and this will be forwarded to the Chair. Wherever possible we should, with their permission, take the details of the complainant so that we can feedback any required action taken.
- If the matter cannot be resolved informally, it will be treated as a formal complaint.

### **4. Timeframes**

- Complaints should be made as soon as possible and within 3 months of the relevant incident. The time limit may sometimes be extended if there is a genuine reason you could not make the complaint sooner.
- The Choir will respond to complaints within 28 working days.