

1. Purpose of the Procedure

1.1 The purpose of the Complaints Procedure is to ensure that:

(a) the person (member of the public or member of the Choir) has an easily accessible, straightforward means of making formal representations to the Trust, which offer prompt action and speedy resolution of complaints.

(b) the person is confident that his/her complaint is being dealt with effectively and fairly, even if the outcome is not to his/her complete satisfaction.

(c) the Choir uses complaints positively and takes subsequent action to maintain and improve service quality and responsiveness.

(d) the Choir demonstrates that it does care and considers the procedure as an important aspect of service delivery.

2. Definition

2.1 An informal complaint is an initial approach by a person to the Choir Committee outlining dissatisfaction with some aspect of the Choir's service or actions. Such approaches are likely to be made in person or by telephone and sometimes in writing.

2.2 A formal complaint is an expression of dissatisfaction with the action or lack of action taken by the Choir, on a matter which has been previously raised by the person and where he/she remains dissatisfied with the response received.

3. Categories of Complaint

3.1 The following are categories of complaint, which indicate in general terms the range of complaints that fall within the procedure.

(a) Dissatisfaction with the way Choir policies are carried out.

(b) Complaints regarding attitudes and actions of remunerated and honorary personnel, individual members and contractors in dealing with Choir matters.

4. Initial Stages

4.1 Personnel who provide services to the person will deal with initial approaches by the person and attempt to resolve their concerns. Such approaches are likely to be made in person or by telephone, and, less frequently, in writing.

4.2 Often such an approach is not a complaint but a request for action, information or reporting a problem. When identified as such, it should be actioned by in the normal way, or referred to the relevant Committee member for action to be taken.

4.3 It may well be possible to provide information or arrange action which will satisfy the person. At this stage, the emphasis should be on resolving the complaint whenever possible.

5. Formal Complaint

5.1 This stage will come into operation when the person clearly indicates that he/she remains dissatisfied with the Choir's previous response on an issue which falls within the remit of the procedure. Written details

of the complaint will be accepted as a formal complaint provided that the matter has first been raised with the appropriate person but has not been resolved to the satisfaction of the complainant.

5.2 All formal complaints will be addressed to the Vice Chairman, who will acknowledge receipt of the complaint within three working days. A full reply to the complaint would normally be provided within fifteen working days, failing which a further letter would be sent explaining the delay and indicating when it was anticipated a reply would be available.

6. Further Stages

6.1 It is hoped that the vast majority of complaints would be resolved in these two stages. However, for any which remain unresolved, a further stage is available. If the person was still not satisfied, the person can request that his/her complaint is put before the Choir Committee.

6.2 If the complaint is upheld and involves breach of conduct by remunerated or honorary personnel, member or contractor, the matter will be referred to the Conduct Committee for conclusion.

7. Report to Committee

7.1 A report will be presented to Choir Committee annually, listing the number of complaints and the action taken to resolve them.