



COMPLAINTS PROCEDURE

Any complaint received by the Southend Bach Choir (SBC) Committee will be taken seriously. The following outlines the process by which complaints will be dealt with.

What is a complaint?

We define a complaint as an expression of dissatisfaction about actions taken or a lack of action by Southend Bach Choir (SBC), somebody acting on behalf of SBC or another member of SBC.

Procedure

1. In the first instance, the individual with the complaint should attempt to resolve the matter informally with the subject of the complaint before escalating the matter. If requested, this could be facilitated by an independent third party.
2. If this is not appropriate or if it fails to resolve the problem, the complainant should submit a formal complaint to the SBC Chair, outlining the details of the complaint.
3. The SBC Chair will appoint a third party with the necessary skills to carry out an investigation. The investigator will speak to all parties in order to establish the facts surrounding the complaint and hear all sides of the story.
4. The SBC Committee will be informed that a complaint has been received and any person thought to have a conflict of interest in the matter will not be involved at any stage of the process.
5. The appointed investigator is the designated contact person for the complainant during the process. However, both the complainant and the subject of the complaint may be provided with a support person, if they wish to have one during proceedings.
6. The investigation will be completed in a timely manner - we aim to complete the process in 28 days. The complainant and any other parties will be kept informed of progress and any reasons why the time scale may have to be amended.
7. SBC will take steps to maintain the confidentiality of personal information. Only those who need details for the purposes of the investigation will see them.
8. At the end of the process, the investigator will make an assessment as to whether the complaint is upheld or not upheld and what actions should be taken as a result. All parties will be informed of the outcome.
9. The SBC Committee will be informed of the outcome of the complaint.