

Complaints Policy

A Spode Music Week Policy Document

Definition of a Complaint

A complaint is defined as any expression of dissatisfaction reported to a member of the Committee regarding any aspect of Spode Music Week.

Where Complaints Come From

Complaints may come from any individual, volunteer or member who has a legitimate interest in Spode Music Week. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know.

Responsibility

Overall responsibility for this policy and its implementation lies with the trustees of Spode Music Week

Complaints Procedure of Spode Music Week

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person need to be recorded in writing. The person who received a phone call or in person should:

- Write down the facts of the complaint
- Take the complainant's name address and telephone number
- Note down the relationship of the complainant to Spode Music Week e.g. member, volunteer, or staff
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post, or by email so that the complaint is recorded in the complainant's own words

Stage 1

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person,

they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed on to the Committee of Spode Music Week within five business days.

Complaints should be acknowledged by the person handling the complaint within five business days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage 2

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the trustees review the complaint. The request for trustee level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The trustees may investigate the facts of the case themselves or delegate a suitable person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the trustees decide it is appropriate to seek external assistance with resolution.

Variation of Complaints Procedure

The trustees reserve the right to vary the procedure for good reason. This may be deemed to be necessary to avoid a conflict, or to try to reach a solution in a timely and reasonable way.

If the complaint relates to an alleged breach of the Safeguarding policy, the trustees reserve the right to vary the complaints procedure without notice.