



COMPLAINTS POLICY

PURPOSE:

The Dunbartonshire Concert Band aims to continuously improve the way we serve our members and supporters, ensure that high standards are kept by using the views and experiences of everyone who is involved in our activities.

We recognise that there will be occasions where an individual will be dissatisfied with an explanation or apology given and may wish to provide feedback or make a complaint.

This Policy describes our commitment to respond to comments, suggestions and complaints. Where a complaint is made we aim to resolve the complaint as directly and as quickly as possible being fair to the person making the complaint and those involved in delivering our service. It is our intention to make our complaints system as accessible and simple as possible.

Scope:

This policy is applicable to anyone involved with the Dunbartonshire Concert Band.

Complaints Policy:

All complaints will be taken seriously and handled thoroughly and will be dealt with on an individual basis.

We aim to resolve any complaints before they are made more formally. Complaints can be made by anyone involved with the Band, or by a person acting on their behalf.

The Dunbartonshire Concert Band will:

- Listen to, understand the complaint.
- Maintain confidentiality
- Act upon the views and experiences of members, audiences etc.
- Encourage feedback.
- Deal with all complaints efficiently and within a defined timescale.
- Deal with all complaints in a fair, transparent and equitable way.
- Treat and respond to anyone wishing to complain in a polite, respectful patient and empathetic way.
- Support the person making the complaint and the person/group involved.
- Use complaints and other feedback as a means of identifying where we can improve
- Recognise equality and diversity and promote a complaints system that responds sensitively to individual needs, background and circumstances of people's lives.

In the event of a written formal complaint being raised, a full investigation of the circumstance will take place.

We will:

- Acknowledge the complaint by email or letter informing the complainant of how and who will be investigating your complaint within 14 days of receiving the complaint.
- Investigate the complaint, where appropriate obtaining statements from anyone else involved.
- Arrange meetings for those involved if the written outcome is not satisfactory.
- Keep records of the investigation, recommendations and outcomes.
- Take action to prevent a recurrence of the issue.

Timescales:

Complaint should be made:

- As soon as possible after the cause of the complaint.
- We will acknowledge receipt of your complaint within 7 days and provide a response within 14 days. If we are unable to provide a response within this time scale we will provide a written explanation and indicate when we expect to be able to reply.

How to make a complaint:

Complaints can be made in writing, via e-mail through our complaints procedure on the website, or verbally to any current committee member, details of which are on our website:

<http://dunbartonshireconcertband.co.uk/>

Where possible we aim to resolve any issues at an early stage and would encourage you to speak directly to any current committee member as soon as possible who will consider the issue and take any appropriate action immediately.

A record of your complaint will be logged on our complaints register and you will be given the opportunity to put your complaint in writing if you feel it has not been dealt with in a satisfactory manner after speaking the Chair or Secretary.