

Bretforton Silver Band – Complaints Procedure

Date procedure reviewed/updated: 5th February 2024.

Next review due for procedure: 5th February 2025.

1. Introduction

Bretforton Silver Band is committed to providing a positive experience for all members, participants, and stakeholders. The band understand that concerns or issues may arise from time to time, and they value your feedback. This complaints procedure is designed to outline the steps to follow if you have a complaint, and to ensure that all complaints are handled in a fair, consistent, and timely manner.

2. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction with any aspect of the operations, conduct, or behaviour related to Bretforton Silver Band. This may include concerns related to interactions with members, volunteers, events, performances, or any other matters related to the band.

3. Informal Resolution

Before making a formal complaint, we encourage individuals to seek informal resolution whenever possible. This could involve discussing the issue with the relevant parties involved, such as a fellow member, a committee member, or a band leader. Many concerns can be resolved effectively through open communication and dialogue.

4. Formal Complaint Process

If an issue cannot be resolved informally, individuals are encouraged to proceed with a formal complaint using the following steps:

Step 1: Lodging a Formal Complaint

Submit a written complaint to the band chairperson or secretary, clearly outlining the nature of the complaint, the individuals involved, any relevant dates or incidents, and your desired outcome. Complaints can be submitted via email or in writing.

Step 2: Acknowledgment of Complaint

The band chairperson or secretary will acknowledge receipt of the complaint within 1 week. This acknowledgment will include an outline of the complaint handling process and an estimated timeline for resolution.

Step 3: Investigation

The band chairperson or secretary or a designated committee member will initiate an investigation into the complaint. This may involve gathering information, speaking to relevant parties, and reviewing any evidence provided.

Step 4: Resolution

Once the investigation is complete, the band chairperson or secretary or a designated committee member will communicate the findings to the complainant. If a resolution is possible, options for addressing the complaint will be discussed. If a resolution is not possible, an explanation will be provided.

Step 5: Appeals

If the complainant is not satisfied with the outcome, they may submit an appeal within 1 week. The appeal should outline the reasons for the dissatisfaction and any new information that has come to light. The committee will exercise discretion in considering appeals, understanding that some circumstances may affect the ability to adhere strictly to a one-week timeframe.

Step 6: Appeal Review

An appeals committee, separate from those involved in the initial investigation, will review the appeal and any additional information provided. The appeals committee will then communicate its decision to the complainant.

5. Confidentiality

All complaints will be handled confidentially to the extent possible, with information shared only on a need-to-know basis to facilitate the investigation and resolution process.

6. Retaliation

Bretforton Silver Band is committed to ensuring that no individual will face retaliation as a result of lodging a complaint in good faith.

7. Review of the Procedure

This complaints procedure will be reviewed periodically to ensure its effectiveness and relevance. Any updates or changes will be communicated to all members and stakeholders.

By following this complaints procedure, Bretforton Silver Band aim to maintain a positive and respectful environment within the band while addressing concerns in a fair and transparent manner.