



## 1.0 Introduction

Complaints will arise from time to time against any organisation and it is the aim of the Wycliffe Choral Society [“the Society”] to deal with any complaints promptly efficiently and fairly. Complaints can arise in a number of forms including:

- breach of legal rights such as negligence and breach of contract [“a breach”]
- failure to keep to a reasonable service standard such as poor rehearsal facilities [“a failure”]
- an amalgam of both a breach and a failure of the above

## 2.0 General Procedure

- 2.1 In the event of a member of the Society or the public [“the complainant”] alleging a breach or failure [“the complaint”] the allegation must be reported within 48 hours to the Society’s nominated complaints Handler who shall be the Chairman or in their absence the Vice Chairman.
- 2.2 The complaints Handler will immediately write to the Complainant acknowledging the complaint and if it has not already been received in writing request that their complaint be sent to the complaints Handler in writing and stating that no further action will be taken until the written complaint has been received.
- 2.3 The written complaint must be acknowledged within 48 hours and the Complainant informed briefly of the timetable and process for dealing with their complaint
- 2.4 The complaints Handler must directly circulate all members of the Society Committee and the Musical Director with a copy of the complaint and ask if they can shed light on the circumstances. At the same time the complaints Handler must nominate at least 2 other officers [failing which members of the committee] to assist in resolving the complaint

## 3.0 A Breach

- 3.1 A breach may be covered by an Insurance Policy and if so the Insurer should be informed directly and provided with a copy of the complaint. At the same time the Complainant should be informed in writing that the complaint has been placed in the hands of the Insurer and provided with their contact details. Thereafter the Insurer should be left to communicate with the Complainant
- 3.2 If the Breach is uninsured the complaints Handler and the Officers shall seek the advice of solicitors as to the merits of the complaint and thereafter have the discretion to instruct solicitors to handle the matter dependant on the amount involved and the complexity of the matter



**3.3** The complaints Handler shall keep the Committee and Musical Director informed of progress and the eventual outcome.

## **4.0. A Failure**

**4.1** A Failure shall be dealt with by a set procedure comprising:

- The complaints Handler shall as a first step try to resolve the complaint by promptly inviting the Complainant to a face to face meeting to see whether an explanation or an apology would be accepted by the Complainant. If such a step should be successful then a written confirmation of the step taken should be sent to the Complainant.
- If the face to face meeting fails to obtain a resolution then within 14 days the Complainants Handler together with two other officers (failing which members of the Committee) are charged with preparing a written response either accepting or denying the Failure with brief reasons.

**4.2** If the complaints Handler and Officers are in any doubt whatsoever as to whether the charitable status of the Society is at risk from the complaint then the Charity Commission should be informed in writing and guidance taken

## **5.0. Combined Breach and Failure.**

**5.1** If the breach is insured then the procedure in 3.1 shall be followed

**5.2** If the breach is uninsured then the procedures in 3.2 and 4.0 shall be followed

## **6.0 Conclusion**

At all times it is the responsibility of the complaints Handler and Officers to keep in mind the good reputation of the Society and to keep a balance between being seen to be fair to all parties and achieving a favourable outcome for the Society.