THE CITY OF CARDIFF MELINGRIFFITH BRASS BAND | BAND PRES DINAS CAERDYDD MELINGRIFFITH

Registered Charity/Elusen Cofrestredig: 1083583

City of Cardiff (Melingriffith) Brass Band ("*the Organisation*") COMPLAINTS POLICY

1.0 Introduction and Overview

The Organisation takes complaints very seriously and hopes that everyone who comes into contact with *the Organisation* will have a positive experience. However, it is inevitable that concerns may arise occasionally that require investigation.

As the majority of activities take place locally in the form of rehearsals, it is expected that most of these concerns will be dealt with quickly and courteously, informally and collaboratively by the Band Manager. This is our preferred method of dealing with issues, concerns and complaints.

It is the policy of *the Organisation* to have a fair and open process for dealing with concerns and complaints raised by members and non-members that directly affect them or their children in *the Organisation*.

2.0 How do I make a complaint?

2.1 If your complaint is about a matter within *the Organisation*, please fill in our contact form on our website, which will be forwarded to our Vice Chair.

2.1.1 Following receipt of your complaint, the Vice Chair will contact you directly to understand your complaint and will do their best to answer your concerns or, if not resolved, provide the next steps for you.

2.1.2 If you feel you do not want to discuss the matter with the Vice Chair because it is in relation to them, please detail this in your enquiry, and the Chair will contact you in the same manner as detailed in 2.1.1.

2.2 We accept complaints about how you have been treated by *the organisation* or if you are a parent or carer of a young person, how that young person has been treated by *the Organisation*. We do, however, have a few basic rules for the acceptance of complaints:

2.2.1 Complaints must be raised within three months of you knowing the facts. We do not deal with complaints that are older than this except for those relating to a safeguarding concern.

2.2.2 We do not generally investigate anonymous complaints.

2.2.3 We do not accept complaints raised on behalf of or regarding other people (except by parents/carers of children in *the Organisation*).

2.2.4 We do not accept complaints that are broadly or substantively the same as a previous complaint.

2.2.5 We do not progress complaints that we believe to be vexatious or malicious.

3.0 Who deals with complaints?

3.1 Your complaint will be dealt with by the relevant Band Manager or by another executive committee member asked by them to investigate the complaint.

3.2 If your complaint is about your Band Manager or another aspect of *the Organisatio*n, then it will be dealt with by the Vice Chair.

3.3 In all cases, if you are not sure, then fill out our contact form on our website, and someone will help you find the right information.

4.0 How will my complaint be dealt with?

4.1 Your complaint will be dealt with fairly and objectively. We handle complaints in a positive and proactive manner and aim to resolve any issues as quickly as we can. However, please bear in mind that adults in *the Organisation* are volunteers, and therefore, it might sometimes take a little longer than you may expect to finalise a response to your complaint.

4.2 You will be informed of the progress of the complaint with an acknowledgement of a formal complaint. You should receive this within seven days from when the complaint handler receives the complaint. Regular updates will be provided thereafter (typically at least every four weeks).

4.2.1 The complaint handler may need to speak to you and a number of other people to fully understand your complaint and the circumstances surrounding it.

4.2.2 The complaint handler may request you to provide a report in relation to your complaint.

4.2.3 You will be offered a meeting to discuss your complaint in person or virtually. You do not have to partake in this, it is optional.

4.2.3.1 This meeting will always be with the complaint handler and one other member of the Executive Committee. You will also be entitled to bring someone with you for support if you so choose.

4.2.4 If the complaint is regarding a member of *the Organisation* or a conductor, then that person will be asked to provide a report in relation to the complaint and will be offered a meeting on the same basis as mentioned in 4.2.3

4.3 The complaint handler will make a decision about the complaint and will inform you whether your complaint is upheld or not and the actions that will be taken as a result.

4.4 At any point during the complaint procedure, the complaint handler may refer the complaint to the Executive Committee for discussion or advice if they deem it appropriate.

5.0 What if I'm not happy with the outcome of my complaint?

5.1 If, after receiving a response to your complaint, you are concerned that it was not handled appropriately or still consider that you have not had a satisfactory answer, you may appeal.

5.1.1 You must appeal within three months of being given the outcome of your complaint.

5.1.2 In your appeal, you must clearly explain the basis for making the appeal and your preferred outcome to resolve the issue.

5.2 Your appeal must be formally lodged with the Vice Chair, or if the Vice Chair dealt with your complaint, the Chair will deal with the appeal. Contact details for either the Vice Chair or the Chair can be obtained from the complaint handler. The Vice Chair may also refer appeals to the Chair.

5.2.1 The appeal handler will need to speak to you and a number of other people to fully understand your appeal and the circumstances surrounding the investigation of your complaint.

5.3 The appeal handler will formulate a recommended decision and response regarding the appeal and forward this to the Executive Committee for consideration at the next meeting. A majority vote will be required to support the recommendation. At this stage, the committee may choose to amend the recommended decision and response as required until a majority vote is reached. The appeal handler will then inform you whether your appeal is upheld or not and the actions that will be taken as a result.

5.3.1 In the event that a majority cannot be reached, the Chair will have the deciding vote as to the outcome of the appeal.

5.4 It is the policy of *the Organisation* that the original response to a complaint may be reviewed just once. This means that the matter will be closed once you have appealed against the initial outcome of your complaint, a review has been undertaken, and a response made to you. No further appeal or review will be possible.

6.0 Further information

We hope you find this information valuable. If you require clarification or advice on making a complaint, please fill in our contact form on our website, and a member of the Executive Committee will respond.

7.0 Document History

Version	Description	Date
Draft 1	Initial draft circulated for committee review	27/09/2023
Version 1	Agreed by committee and adopted	02/10/2023