



Affiliated to "Making Music"
Registered Charity No. 288724

Complaints and Grievances Procedure

All Members are encouraged to speak informally to individual Committee members should they wish to make comments, or give feedback on any Society related matter. It is important that the Society members feel they are in an atmosphere of trust and openness.

The following complaints and grievances procedure is available to those who wish to make a formal complaint. The procedure has been provided through 'Making Music', the National Federation of Music Societies, and is based on guidance from 'Voluntary Arts UK'. There are three Stages to the procedure:

Stage 1: Should a member wish to make a formal complaint at any time on a Society related matter, they should submit it in writing to the Committee, via the Secretary. It is important that any complaint regarding the Musical Director/Accompanist should be referred to the Committee, via the Secretary, and not to the Musical Director/Accompanist themselves. Should the complaint relate to an individual Committee member, the complainant should address the letter to the Chair.

Should there be more than one member with the same complaint, each should submit individual letters. The Secretary will acknowledge receipt of the complaint(s) and refer to the Committee within 7 days. The Committee will consider an appropriate response to the individual(s) within 14 days, the Chair will convene a special Committee Meeting if appropriate. The response could be in the form of conversation with the individual(s) by a nominated Committee Member, or by letter signed by the Chair.

Stage 2: If the Committee considers a meeting with the complainant is needed, this will be held between the complainant and a nominated Committee Member to discuss their concerns, and try to reach agreement within a further 14 days after Stage 1. Where the complaint might require further investigation, mutually agreed timeframes will be established as necessary. The complainant would be able to bring someone with them should they wish. Every effort will be made to find a resolution to the complaint that is agreeable to all parties. Should agreement be reached at this meeting, a confirmation letter will be sent to the individual. Where this is not possible, the Committee will take a final decision, except in any situations where an external authority is required, at which time, the matter will move to Stage 3.

Stage 3: If the complainant is still unhappy, then an independent individual would become involved to mediate and help to resolve the matter. If the matter is financial or involves a breach of people's rights, an external authority will become involved.

The Secretary will keep records of all discussions relating to the complaint.

This Complaints and Grievances Procedure will be displayed on the Notice Board at rehearsals and on the Website.

Approved at LCS Committee Meeting 13 September 2016