

# HELENSBURGH ORCHESTRAL SOCIETY

## COMPLAINTS POLICY

### Purpose

Helensburgh Orchestral Society (HOS) aims to continuously improve the way we serve our members and supporters, ensuring that high standards are maintained by using the views and experiences of everyone who is involved in our mutual activities.

We recognise that there will be occasions where an individual will be dissatisfied with an action, 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. When 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 HOS.

### 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 HOS, or by a person acting on their behalf. We will:

- Listen to, and strive 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, non-judgemental 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.

### How to make a complaint

- Where possible we aim to resolve any issues at an early stage and would encourage complainants to speak directly to any current committee member as soon as possible who will share the issue with appropriate members of the committee immediately and take any appropriate action.
- A record of the complaint will be logged and the complainant given the opportunity to put their complaint in writing if they feel it has not been dealt with in a satisfactory manner after speaking to the President or Secretary.

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- Formal complaints can be made in writing, via e-mail to [helensburghorchestralsecretary@gmail.com](mailto:helensburghorchestralsecretary@gmail.com)

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 their 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**

Any 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.

Endorsed and adopted by the Committee on 22/10/2024

Due for review: three yearly - October 2027