



# WATFORD PHILHARMONIC SOCIETY COMPLAINTS POLICY

## Overview

Watford Philharmonic Society is a registered charity (No 272393) whose mission is to promote the art of music by the study and public performance of choral and orchestral works of the highest quality.

Whilst believing them to be rare, we are committed to dealing with all complaints promptly, fairly and efficiently, treating complainants with due respect and consideration at all times. Feedback and constructive criticism about any of our activities from members and non-members alike is always welcome.

## Complaints

In the first instance we will make every effort to resolve complaints informally, by referring the complainant to a designated member of the management committee, normally the Society's secretary. Should the complaint prove impossible to resolve informally, we will ask for it to be put in writing.

If a complaint has been made in writing, following consultation with other committee members as necessary, the Society's secretary will respond by writing to the complainant, confirming any action to be taken or agreement reached.

The committee Chair will then convene a panel of three committee members to investigate further. This Complaints Panel must act impartially and no member of it may have an interest or involvement in the issue that has given rise to the complaint. If, as part of the investigation, a meeting with the complainant is to be held, the complainant may be accompanied by a friend or supporter. Following completion of the investigation, a response to the complaint must be made promptly in writing to the complainant by the Society's Chair. The response must include information indicating how to appeal, should the complainant remain dissatisfied.

## Appeal

Following receipt of a response from the Society's Chair and if still dissatisfied, the complainant is at liberty to respond in writing, explaining the reasons for his/her dissatisfaction and asking for an Appeal Panel to be convened to re-investigate. Grounds for appeal might include the availability of new information, dissatisfaction with the process or a perceived disproportionate response. The Appeal Panel will be appointed by the Society's managing committee to act impartially. At least one member of the Appeal Panel must be an Officer of the Society; no member may have an interest or involvement in the issue giving rise to the complaint or have served on the initial Complaints Panel. Should there be insufficient Officers or other members of the committee eligible or willing to serve on the Appeal Panel, the Society's Chair must fill the vacancy or vacancies with other members of the Society. If a meeting with the complainant is thought to be helpful, the complainant may be accompanied by a friend or supporter. Following completion of the re-investigation, the Society's Chair must promptly communicate the outcome of the appeal in writing to the complainant. The decision of the Appeal Panel is final.

### Third party complaints

Should the complaint concern an issue relating to any of the Society's performance or rehearsal venues or to any other third party, the complaint will be passed on accordingly to the relevant manager, owner or third party and the Society's Secretary will write to the complainant to confirm that such action has been taken.

### Feedback and Criticism

We welcome feedback from members and non-members about any of our activities. Feedback accompanied by constructive criticism is always appreciated.

### Review

This Policy will be reviewed **every two years** by the Society's management committee and adjustments made in accordance with changes in legislation or recommendations. Members of the Society will be advised of any such changes.

<b>Policy originated:</b>	<b>Next review:</b>	<b>Signed off by:</b>
July 2023	July 2025	
	July 2027	