

Devon Youth Jazz Orchestras Association

Complaints Policy and Procedure

This policy and procedure is available on request to members, the parents/carers of members and prospective members of the Association. While members may, themselves, raise concerns and complaints under this policy and procedure, the Association will involve parents/carers should this occur.

A copy of our complaints procedure is available on the Devon Youth Jazz Orchestra Website.

Complaints Policy and Procedure

This policy and procedure is for the benefit of members, and parents of members, of DYJO.

This policy and procedure will be relied upon in respect of all complaints by members, and parents/carers of members, made against the Association except in respect of **Child protection allegations** where a separate policy and procedure applies.

The Association expects that most concerns can be resolved informally, and will use its best endeavours to resolve any concerns that are raised, on that basis. If informal procedures fail to resolve the issue, a formal complaint about any matter not involving child protection allegations must be given verbally or in writing to the Orchestra Manager and will be dealt with under this Complaints Policy and Procedure.

Every complaint shall receive fair and proper consideration and a timely response.

Parents/carers can be assured that all complaints and expressions of concern, whether raised informally or formally, will be treated seriously and confidentially.

Complaints Procedure

Our Complaints Procedure will:

- encourage resolution of problems by informal means wherever possible;
- be easily accessible and publicised;
- be simple to understand and use;
- be impartial;
- be non-adversarial;
- allow swift handling with established time-limits for action and keeping people informed of the progress;
- ensure a full and fair investigation;
- respect people's desire for confidentiality;
- address all the points at issue and provide an effective response and appropriate redress, where necessary;

- provide information to the Board of Trustees so that services can be improved.

Stage One - Informal Resolution

1. If members, or parents/carers of members, have a complaint they should normally contact the Orchestra Manager.
If the Manager cannot resolve the matter alone, it may be necessary for him/her to consult a member of the Board of Trustees.
2. The Manager will make a written record of all concerns and complaints and the date on which they were received. These records will be kept for one (1) year after the student leaves the Orchestra.
3. The Association will use its reasonable endeavours to resolve any informal complaints within two weeks of them being raised.
4. Should the matter not be resolved informally, or in the event that the Manager and members, or the parents/carers of members, fail to reach a satisfactory resolution, then members, or parents/carers of members, will be advised to proceed with their complaint in accordance with Stage Two of this Procedure.

Stage Two - Formal Resolution

5. If the complaint cannot be resolved on an informal basis, then members, or parents/carers of members, should put their complaint in writing to the Board of Trustees. Members, or parents/carers of members, should also identify how they wish their complaint to be resolved.
6. The Board of Trustees will delegate responsibility for undertaking investigation of the complaint to a panel of Board members.
7. The Panel will decide, after considering the complaint, the appropriate course of action to take.
8. In most cases, the Chair of the Board of Trustees, advised by the Panel, will meet or speak with members, or parents/carers of members, concerned to discuss the matter and seek a resolution.
9. The Chair will use reasonable endeavours to speak to or meet members, or parents/carers of members, within two weeks of the formal complaint being received.
10. It may be necessary for the Chair to carry out further investigations.
11. The Chair will keep a written record of all meetings and interviews held in relation to the complaint.

12. Once the Board of Trustees is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made. Complainants will be informed of this decision in writing, giving reasons for the decision. The written decision should be provided no later than two weeks after speaking or meetings with members, or parents/carers of members, to discuss the matter.

13. The Association will keep a written record of all formal complaints, including records of meetings and interviews held in relation to the complaint, and the Association's decision, which will be kept for one (1) year after the student leaves the Orchestra.

14. Where members, or parents/carers of members, are dissatisfied with the outcome of the Association's response to their formal complaint, the members, or parents/carers of members, will be advised that they have the right to take their complaint to the Charities Commission.

Signed:..... Name:.....

Date:..... Review due