



HONLEY LADIES CHOIR

COMPLAINTS POLICY

POLICY STATEMENT

Honley Ladies Choir is committed to ensuring that any complaints received from any person or group are handled in a fair, consistent and transparent way in order to maintain good relationships within the choir and improve standards for the future.

We will

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaints
- make our complaints procedure available, so that people know how to contact us to make a complaint
- ensure everyone in HLC knows what will happen if a complaint is received
- make sure that all complaints are investigated fairly and in a confidential and timely manner
- ensure that complaints are, wherever possible resolved and that relationships are repaired and maintained
- review complaints regularly to help us improve what we do.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

COMPLAINTS PROCEDURE

Comments / Concerns / Grievances

- Any person wishing to raise a comment, concern or grievance about a choir matter is requested to attempt informal resolution in the first instance by contacting a committee member as and when the issue arises.
- The committee member will make note of the issue, if necessary informing the committee that an issue has been raised under this procedure, whilst ensuring confidentiality is maintained whenever possible.
- The committee member will endeavour to resolve the issue informally by gathering information and talking to those involved. The committee member will give feedback to the person regarding the matter and if the issue has been resolved report on brief details about the situation and outcome at the next committee meeting.
- If the person is not happy with the informal resolution and wishes to make a formal complaint then the committee member should ensure that the person is aware of and understands the formal complaints procedure.

Formal Complaints Procedure

- Any person or group wishing to raise a formal complaint regarding Honley Ladies Choir are asked to put this in writing to the Chair of the choir by sending an email to Honleyladies@gmail.com marked Complaint (Private & Confidential.).
- If the complaint is specifically in relation to the Chair's role then the complainant is asked to contact a trustee in the first instance (details available below) the trustee will then take actions as per the chair in following points.
- The chair will acknowledge receipt of the written complaint within 3 days of receipt, giving a timescale for a full response (Ideally within 4 weeks).
- The Chair will delegate an appropriate committee member to investigate the issue raised, make a written report and bring this to a specially convened sub-committee for discussion and agreement on actions to be taken. A written report will be sent to the Chair.
- The Chair will notify the complainant in writing of the outcome complaint process and actions taken within the agreed timescale (or give an interim report with indication of when full reply will be given)

Appeals

- If the complainant feels that the issue has not been properly resolved, they can make an appeal by sending an email to Honleyladies@gmail.com marked "Complaints Appeal (Private & Confidential)" within 1 month of receipt of the written outcome of the complaint.
- The Chair will acknowledge the appeal within 3 days of receipt and forward all details of the original complaint, investigation and subcommittee report to an appeals panel consisting of at least 1 trustee and 1 committee member who have not taken part in the original complaints process.
- If the appeal is found to be justified, the appeal panel will agree any further action with the complainant and inform the Chair of the outcome.
- The appeals panel will inform the complainant of the outcome of the appeal within 1 month of the acknowledgement of receipt of the appeal.
- The decision of the appeals panel is final and no further appeal will be accepted.

Complaints involving Safeguarding of Children or Vulnerable Adults

Any such complaints should be dealt with in accordance with our Safeguarding Policy.

Serious Complaints about Financial Mismanagement

Honley Ladies Choir is a registered charity, as such any serious complaints concerning financial mismanagement or misappropriation

a) by the choir committee should be directed to the trustees

b) by the choir trustees should be directed to the Charity Commission

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Contact Details

Honley Ladies Choir Committee : Honleyladies@gmail.com

Trustees : dbwinterbottom@hotmail.co.uk

Charities Commission: <https://forms.charitycommission.gov.uk/raising-concerns/>

Overall responsibility for this policy and its implementation lies with the Committee of Honley Ladies Choir overseen by Choir Trustees.

Approved by: *J Skidmore* (Chair on Behalf of Committee)

Date: 16th Oct 2025

Review Date : Oct 2026