



BRIGANTES

ORCHESTRA

Charity Number: Brigantes Music 11877752

Complaints Policy

(February 2024)

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1. Introduction to Brigantes Music

Brigantes Music is a Charitable Incorporated Organisation (Charity Commission Number 1187752).

The aims of Brigantes Music include advancing the education of people in the arts, specifically professional-standard classical music. We aim to do this in a variety of ways, including hosting professional symphonic concerts via our orchestra (the Brigantes Orchestra), outreach in the community to inspire and educate people who would not necessarily attend classical music concerts, as well as inspiring children and young people to learn about and hear classical music.

We try to ensure that every experience with Brigantes Music is a positive one. However, we understand this is not always possible.

2. Purpose of this policy

This policy outlines how people can make complaints about Brigantes Music and the procedures for investigating and responding to them.

3. Policy

3.1 General complaints

If you are dissatisfied and have a complaint about Brigantes Music, there is a three step complaints procedure. It is hoped that people will start with step one, but it is within their rights to start with step two.

Step one – Speak or write to the staff member concerned about your dissatisfaction, You should do this within one month of the event that led to your complaint. They will seek to reach an amicable resolution with you in a collaborative, co-operative spirit

Step two – If you feel your complaint has not been satisfactorily resolved or is too serious for step one, then you should write to the Chair of the Trustees with your complaint. The following will occur:

- The Chair of the Trustees will acknowledge your complaint within 14 days
- A senior member of staff / trustee will investigate the complaint and prepare a written report within 28 days. The investigation will include the opportunity for you to explain the circumstances of your complaint
- The Chair of Trustees will consider the report and write to you with their conclusions and any proposed course of action.

Step three – If you are dissatisfied with the Chair of Trustee’s response, your complaint will be investigated by an independent investigator. You must make this request within 28 days of receiving the Chair of Trustee’s report.

The independent investigator will report back to the Trustee Board within a reasonable timeframe and they will collectively make a final decision on the matter.

3.2 Complaints about fundraising

If your complaint relates to fundraising, you should complain via step two in the first instance. If your complaint is not satisfactorily resolved, you could contact the Fundraising Standards Board, Hampton House, 20 Albert Embankment, London, SE1 7TJ, telephone 0845 402 54422, www.frsb.org.uk within 8 weeks of receiving our response.