



Wirral Symphonic Wind Band – Complaints Policy

1. Purpose

This policy sets out how members can raise concerns or complaints and how they will be addressed in a timely, respectful, and fair manner.

2. Scope

The policy covers complaints related to conduct, communication, rehearsal or performance matters, or any other issues affecting the experience of band members.

3. Informal Resolution

- Members are encouraged to raise concerns informally in the first instance.
- If appropriate, speak directly to the person involved or a Section Leader or Committee Member.
- Many issues can be resolved quickly and amicably through informal discussion.

4. Formal Complaints Procedure

If informal resolution is not possible or appropriate:

- Submit a written complaint (email or letter) to the Chair or Secretary.
- Include a clear description of the issue, any relevant facts or dates, and desired outcome.

5. Acknowledgment and Timeline

- The complaint will be acknowledged within 7 days.
- A response will be provided within 21 days, or the complainant will be informed if more time is needed.

6. Investigation

- The Committee will investigate the matter impartially, which may include discussions with relevant parties.
- Confidentiality will be respected as much as possible.

7. Outcome and Action

- The Committee will communicate the outcome and any actions to be taken.
- If the complainant is not satisfied, they may request a review by another Committee member not previously involved.

8. Records

- A confidential record of formal complaints will be maintained by the Committee for future reference and accountability.

9. Policy Review

- This policy will be reviewed annually by the Committee and updated as needed.