



## Complaints Policy

1. Any complaint about the orchestra should be addressed to the Committee who will address it within four weeks.
2. If the complaint is based on undisputed facts the Committee should resolve the complaint on the agreed facts. If there are disputed facts the Committee may appoint a person or persons to investigate and report their findings to the Committee who will make decisions of fact. Normally the person or persons investigating will be a member of the Committee but a person who is not a member of the committee but is a member of the orchestra may be appointed if that person has some special knowledge or experience.
3. If the dispute is between two members of the orchestra the Committee may appoint a mediator to try to resolve the complaint amicably. If amicable resolution is not possible the mediator must provide a full report of the discussions to the Committee.
4. The appointment of an investigator or mediator should if possible be agreed by all the parties.
5. Any members of the Committee who have a personal interest from which bias may be inferred must recuse themselves from the decision-making process.
6. The Committee, investigator or mediator must act impartially and fairly and hear all sides of the dispute.
7. Agreement should be reached between the Committee and the complainant and the respondent (if any) whether the complaint should be treated as confidential and, if so, such confidentiality should be respected. Agreement should also be reached as to the recording of the complaint. Any complaint will normally be recorded in the minutes of the Committee meeting unless the parties prefer the matter to be dealt with off the record. If the complaint is to be recorded, the wording of the record should if possible be agreed by the parties,
8. The decision of the Committee shall be final.

*Agreed by the Committee on 26 September 2017*