



## LINCOLN CHORAL SOCIETY

### COMPLAINTS POLICY

Registered charity no 505023

#### **Purpose of this document**

- 1 Lincoln Choral Society is run on behalf of the members by a Committee, whose members are Trustees of the Charity. The Trustees recognise that there will be occasions when members of the Society are not satisfied with decisions made by the Committee. Members are encouraged to raise any concerns they may have with the Committee. This document sets out how members may raise their concerns or make a complaint.

#### **Raising a concern or making a complaint**

- 2 Members have access to the Committee via their voice representative; there is a voice representative for each voice section of the choir, elected by that section. The voice representatives are members of the Committee and therefore also Trustees. Any concerns or complaints should in the first instance be raised with the Committee via the voice representative, or in their absence, the Chairman or Secretary. Complaints may be made in writing, by email, by telephone or in person.

#### **Management of concerns or complaints**

- 3 Where possible, concerns or complaints will be resolved informally by discussion between the Trustees at the next Committee meeting. The relevant voice representative will then be asked to discuss the outcome with the member. Where the member requires a more formal response, as requested by the member or as judged by the Trustees, this will be in writing from the Chairman or Secretary. Where it is not possible to agree a response at the next Committee meeting, the member will be informed of this.

#### **Procedure where a resolution cannot be reached**

- 4 Members who are not satisfied with the Committee's response have the right to call an Extra-Ordinary General Meeting of the Society; the procedure for this is laid down in Paragraph 11, sub-paragraph 2, of the Constitution.