

Cappella Novocastriensis (working name Cappella Newcastle) - "Cappella"

Registered Charity Number 514163

COMPLAINTS POLICY

Purpose

The purpose of this policy is to ensure that complaints about any aspect of Cappella activity are addressed promptly, fairly and consistently, and that where applicable steps are taken to remedy underlying problems and prevent similar issues arising in future.

This policy applies both to complaints raised by members of the choir and complaints brought by any member of the public.

This policy may also be applied to positive feedback received from members of the choir or public.

Background

The object of the choir shall be to advance, improve, develop and maintain public education in, and appreciation of, the art and science of music in all its aspects by any means the trustees see fit, including through the presentation of public concerts and recitals.

The Principal Officers and Committee Members are elected by and out of the members of Cappella Novocastriensis at the Annual General Meeting.

Complaints Procedure

1. Complaints should be addressed in the first instance to either the Chair Sarah Lawrance (chair@cappellanewcastle.org.uk) or the Secretary Jessica Anderson (secretary@cappellanewcastle.org.uk).
2. The Chair or Secretary will reply to the complainant as soon as possible to acknowledge receipt of the complaint and to give an indication of the timescale within which the issue will be addressed. He/she will then share the details of the complaint with the other Principal Officers of the choir who will collectively agree how the issue should be addressed, initiate the necessary remedial action, and communicate their response to the complainant.
3. In the case of serious or complicated complaints, further investigation and or consultation with the complainant may be needed before a complaint is resolved. Where there may be a serious risk to the choir's reputation, the Principal Officers should consult the wider committee confirming their response.
4. During choir term times Cappella aims to resolve most complaints within two weeks. Outside term times, the timescale will vary depending on the availability of personnel.

5. All complaints, regardless of the level of seriousness are reported to the full committee at the next available meeting and recorded in the minutes, with a note of the agreed action. An anonymised summary of complaints received during the course of the year is reported at the choir's annual meeting. Complaints are held on file for 3 years. This is to ensure that the response to complaints is consistent.
6. After identification of the root cause of the complaint appropriate action to address the root cause will be taken, noting that in all cases action must be in line with the choir's charitable purpose and must not expose the choir to reputational or financial risk.
7. In the event that a complainant is not satisfied with Cappella's response to their complaint, the complaint should be referred back to the full Committee for further consideration. If there is still no agreement, the Committee may choose to nominate three ordinary members of the choir to review the complaint and the action taken to date.
8. In the event that the Committee considers a complaint to be unreasonable, every effort will nevertheless be made to reach an amicable solution.
9. Complainants who are not satisfied have the right to contact the Charity Commission.

Date of policy: November 2022

Date for review November 2023