

Sheffield Bach Society (SBS or the choir) is committed to working in an open and accountable way that builds trust and respect. We view complaints as an opportunity to learn and improve, as well as a chance to put things right for the person or organisation that made the complaint. Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we deal with complaints promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken;
- we learn from complaints, use them to improve, and regularly review our complaints policy and procedures.

We recognise that a complaint is any expression of dissatisfaction that relates to the choir and that requires a formal response.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

However, the circumstances may be such that it may not be possible to maintain confidentiality, in which case the situation will be explained to the complainant.

We are not able to respond to anonymous complaints, and we are unable to deal with matters for which we are not directly responsible. In such instances we will refer you to the appropriate person or organisation.

## Informal Complaints Procedure

- Many concerns will be raised informally and can be made verbally, by telephone, by email or in writing.
- We aim to resolve informal concerns quickly, keeping matters low-key while addressing the issue.

## Formal Complaints Procedure

If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed. This is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

## How to make a formal complaint

- Email the Chair of Sheffield Bach Society at [chwalker59@googlemail.com](mailto:chwalker59@googlemail.com). If your complaint concerns the Chair, then you should email to the Secretary at [shogan57@blueyonder.co.uk](mailto:shogan57@blueyonder.co.uk). You should set out the details of your complaint as clearly and fully as you can, the consequences for you as a result, and the remedy you are seeking.
- Please bring your complaint to our attention within 8 weeks of the issue arising.

## How Sheffield Bach Society will respond to a formal complaint

- The recipient of the complaint will acknowledge complaints made by email within 2 weeks.
- Our aim is to resolve all matters as quickly as possible, so you should get a response and an explanation within 4 weeks of receipt of the acknowledgement.
- However, some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.
- Whether the complaint is justified or not, our final reply will outline the action we took to investigate the complaint, our conclusions, and any action we will take to resolve the problem and to make sure it doesn't happen again

## What to do if you are not satisfied

If you are not satisfied with our response, you can refer the matter to one of the following regulators:

- The Fundraising Regulator – for complaints about fundraising methods.
- The Advertising Standards Authority – for complaints about misleading or offensive advertising.
- The Charity Commission – for complaints about Sheffield Bach Society losing lots of money, harming people, using funds for personal profit or being involved in illegal activity.