

# The City of Lichfield Concert Band

## Complaints Policy

Version 2.0, last updated 21<sup>st</sup> January 2020

Updated by: Liz Athey

The City of Lichfield Concert Band aims to provide an enjoyable experience for its members, volunteers and supporters. If we are not getting it right, please let us know.

In order to achieve our aim, we have a procedure through which you can let us know if, for any reason you are not satisfied with your dealings with us.

If you are unhappy with an individual in the Band, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then please raise your issue with the Chair. Alternatively, please contact a Band Representative. Band representatives are named on the Band website.

If your issue is not resolve or should you wish to raise a formal complaint, please email [lichfieldconcertband@gmail.com](mailto:lichfieldconcertband@gmail.com) detailing your reasons.

We will often be able to resolve the issue straight away. When the matter is more complicated, we will acknowledge your complaint within five working days.

All written complaints will be logged. The aim is to investigate your complaint properly and give you a response within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If, after we have responded you are still not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.