

## **Complaints Handling**

For the EPC there are potentially four main sources of complaint: the general public (concert audiences), the managers of concert and rehearsal venues, other users of those venues, and choir members, though there may be others. A complaint may refer to a single member of the choir or the choir collectively, its leaders or organizers.

Complaints may be received by letter, email, telephone or in person. It is important that complaints are received and resolved efficiently and effectively. Escalation of the complaint should be avoided if at all possible. If complaints are not satisfactorily handled, this may lead to a loss of support and public good will for the choir and damage to its reputation.

A complaint might be received by any member of the choir from any of the above sources, whether from an individual or an individual on behalf of an organization. The recipient should form a judgement as to the seriousness of the complaint and what the complainant requires by way of response. In those cases judged to be minor, it may be possible to deal with the complaint in situ. In more serious complaints, or where the complainant is not satisfied with the in situ response, the recipient of the complaint should inform the Executive Committee secretary as promptly as possible, providing details of the complaint and the complainant. The committee secretary will make all necessary inquiries about the complaint and make a response, communicating with the complainant by the most appropriate method (letter, phone call, etc), having conferred, if necessary, with other members of the Executive Committee.

If the complainant is dissatisfied with the response from the secretary, they should be advised to write to the Executive Committee chair. Their letter should detail the complaint and their dissatisfaction with the initial response, saying what remedy they require.

The committee chair, on receipt of the complainant's letter, should make further inquiries as necessary and respond to the complainant as promptly as possible. If after receipt of the chair's response, the complainant remains aggrieved, they should be advised that the choir's complaint process has been exhausted, and that they may wish to consider legal or other remedies for their complaint.