



WANTAGE SILVER BAND (WSB)

COMPLAINTS POLICY

Wantage Silver Band views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone in Wantage Silver Band knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Wantage Silver Band.

Who can make a complaint?

Any person, organisation or members of the local community who has a legitimate interest in Wantage Silver Band can make a complaint. Complaints can be made via the WSB website; or verbally, by email or by letter to the Chair.

Confidentiality

All complaints will be handled sensitively and information will be shared only as necessary and in line with GDPR requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with members of the Board.

Monitoring and Review

This policy will be reviewed **every three years** or sooner if:

- Legislation changes
- Guidance from Brass Bands England or other relevant bodies is updated
- Issues arise that indicate the policy needs revision

Feedback from members will be welcomed and considered as part of the review process.

12. Approval

Approved by the Board of **Wantage Silver Band**

Date: 26.5.26

Next Review: _____

Complaints Procedure of Wantage Silver Band

Publicised Contact Details for Complaints/comments:

Website form: Go to [Home | Wantage Silver Band | Community Music Making](#) navigate to the contact us page [Contact Us | Wantage Silver Band](#)

Written complaints may be sent directly to the board by email;

wsb-comments-complaints@googlegroups.com or

wsbboard@googlegroups.com

Verbal complaints may be made in person to any of the Board's trustees.

Receiving Telephone or verbal Complaints

Complaints received by telephone or in person need to be recorded. The person who receives a complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Wantage Silver Band (for example: client, member)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to a nominated trustee within one week.

On receiving the complaint, the nominated trustee who deals with complaints, records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken by the Board is final, unless the Board decides it is appropriate to seek external assistance with resolution.

External Stage

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in, can be found on their website

at: www.gov.uk/complain-about-charity

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person answering a complainant.

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Signed:

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