



Complaints Policy and Procedures

This policy applies to anyone involved with SYHO and its activities including volunteers, tutors, singers and trustees.

Please tell us if anything is wrong or doesn't work well for you at SYHO. We will listen to what you say and do our best to sort things out in a fair and timely way.

Many issues can be raised and resolved informally but where this is not possible additional, more formal procedures will need to be implemented.

1. How to let us know

- 1.1 talk to one of our SYHO workshop volunteers or Trustees
- 1.2 send an email to: singing@syho.org
- 1.3 write to SYHO's registered address: 3, The Street; Sparham; Norwich NR9 5AQ, and mark your letter 'for the attention of SYHO Trustees'.
- 1.4 SYHO tutors may, if it is more appropriate, prefer to raise any issues through the Musical Director in the first instance.

You can use any one of these methods, but however you contact SYHO, please be sure to let us know how you would like us to keep in touch with you.

2. What happens next?

2.2 If we can, we will resolve any issue informally and simply within the Local Organising Group (LOG) and with the LOG's Trustee representative, providing this does not significantly compromise other aspects of SYHO's principles and practice.

3. If that is not possible or appropriate:

- 3.1 the volunteer(s) will share the information with the trustees. The Musical Director may also need to do this if the issue cannot easily be resolved within the teaching team
- 3.2 one of the trustees will get in touch with you if we need any more information,
- 3.3 trustees will consider how best to resolve any issue and let you know what is proposed
- 3.4 If you are still unhappy, you can get back in touch with the trustees

4. Confidentiality

Only the people directly involved in raising or investigating a matter will have access to the full information.

5. Impartiality

All parties involved will have the opportunity to provide details regarding the matter. No assumptions will be made and no action will be taken until all relevant information has been collected and assessed. Complaints using this process are protected from any detrimental action, including victimisation.

6. Timeliness

All matters will be dealt with in a timely manner. All relevant parties will be kept informed of developments.

7. Who is accountable for handling complaints?

SYHO's trustees, or persons authorised by the trustees.

Policy adopted 26/10/20
Policy due for review 1/22