



Complaints Policy

DOCUMENT DETAIL	
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Responsible Faculty	Membership Faculty
Responsible Lead	Faculty Lead/Ordinary Member(s)
Document summary	Outlines approach to complaints

DOCUMENT HISTORY		
Version Number	Comments	Approved By
1	New policy Sep 2015	-
2	Policy reviewed and updated May 2023	LWC Committee 15.5.23

Complaints Policy

Definition

A complaint is any expression of dissatisfaction whether justified or unjustified about any aspect of LWC activities or persons. LWC views complaints very seriously, and as an opportunity to learn for the future as well as resolving the problem for the complainant.

Scope

Complaints may come from any person or persons who have a legitimate interest in LWC activities. This includes choir members, contracted staff, audience and partner organisations.

Complaints Procedure

All complaints will be handled sensitively, confidentially and in accordance with relevant data protection legislation. The complaints procedure should be published on the LWC website in the public domain and the Members Section. This will include the stages of the procedure and the timescale for response which should not exceed 1 month from receipt.

All complaints should be put in writing and addressed to the LWC Administrative Officer who will acknowledge receipt within 1 week, log the date of receipt and summarise the reason for the complaint, who it has been referred to for investigation, the date the draft response has been received and the date the final response from the Chair has been sent to the complainant.

The complaint will be forwarded to the appropriate Faculty Lead for investigation. A draft response will be sent to the Administrative Officer within 2 weeks to log and forward on to the Chair.

The LWC Chair will review/amend the draft response and sign the final response which will be sent to the Administrative Officer to log and send to the complainant within 1 week.

The Administrative Officer will maintain a record of all complaints received and track the progress of investigations and responses, chasing up outstanding actions.

A trend analysis of complaints received will be regularly reported at the LWC Executive Committee meetings to ensure lessons are learned and appropriate action taken.

Responsibility

The overall responsibility for the implementation of this policy lies with the Executive Committee of the LWC.

This policy will be reviewed annually.

Alison Shead
Ordinary Member

Reviewed May 2023