

Purbeck Arts Choir



Comments, Compliments, and Complaints procedure

Let us know how we're doing: comments, compliments, and complaints. The Purbeck Arts Choir makes every effort to provide a high standard of activities and to treat all Choir members equally and fairly. We continuously try to improve our activities and we value any feedback that will help us to do this.

The Committee will review all comments, feedback and complaints, and our feedback procedures on a regular basis. This helps us to develop the activities that work best for you, so please let us know what you think. We report on members feedback in the Choir's annual report.

Compliments and Comments:

If you are happy with the activities or have any comments we would like to hear from you. You can provide us with your comments either by speaking to a member of the Committee or by sending an email or letter to the Secretary or Chair (details of which appear at the end of this Procedure).

Complaints:

We also want to know if there is any part of our activities that you are unhappy with. We take all feedback seriously and we will take action when it is appropriate to do so. All complaints will be dealt with in a timely and professional manner. Please note that the Choir may publish the replies given to any queries raised, but will respect the confidentiality of the individuals concerned.

How to make a complaint: The first thing to do if you are unhappy about any aspect of our activities is to bring this to the attention of a member of the Choir committee. They will try to resolve your concerns immediately. If you are unhappy at the way you have been treated by one of the committee/volunteers/members please contact us.

If you cannot, or do not, wish to make a complaint in person, you are welcome to send an email, write to or telephone a member of the Choir Committee.

What you can do to help us deal effectively and quickly with your complaint: Contact us as soon as possible giving clear details so we can endeavour to resolve the issue by completing our Comments, Compliments and Complaints form. Specify clearly what aspect of the Choir activities you wish to make the complaint about.

Including the following details will help us to effectively and quickly investigate your complaint:

- The specific area, activities or resource to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Please let us know if you have already reported the complaint, and if any action was taken previously.

Please note that we endeavour at all times to treat Choir members with respect, and we expect the same standards of behaviour from Choir members.

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

How and when we will respond:

We will acknowledge any e-mailed complaints within 5 working days of receipt. Postal correspondence will receive an answer or acknowledgement within 5 working days. You will receive a full response to your written complaint within 28 days.

Contact details:

The Secretary

Purbeck Arts Choir

2 Peveril Heights

Swanage, Dorset

BH19 2AZ

Email: purbeckchoir@gmail.com

Website: www.purbeckartschoir.org.uk

Policy adopted on:

Date: 18 May 2021

L E Roberts

Chairman

**Purbeck Arts Choir
Comments, Compliments and Complaints – Members Feedback
Form**

Title: First Name: Surname:

Address:

Postcode

Phone Number:

Email Address:

Preferred method of reply: In writing By phone By email

Do you have a: Comment Compliment Complaint

Your Comment, Compliment or Complaint

Please provide full details, including the service or name of the committee member that you dealt with, and when (an approximate date will be fine). Continue on a separate sheet if necessary.

Complaints Only

Have you raised this complaint with the Choir committee before? Yes No

If Yes, it would be helpful if you could tell us with whom you dealt and what action, if any, was taken

What do you feel the Choir can do now to resolve your complaint?

Signed:

Date:

Thank you for answering these questions and providing us with your feedback on our services. We will endeavour to respond fully within five working days.

Please return your completed form to: The Secretary, Purbeck Arts Choir, 2 Peveril Heights, Swanage, Dorset, BH19 2AZ

For office use only

Reference:

Date received: