



All Saints (Elton) Amateur Operatic Society

Address: All Saints House, Orrell St, Bury, BL8 1PB

Email: secretary@allsaintselton.co.uk

chairman@allsaintselton.co.uk

Website: www.allsaintselton.co.uk

Phone: 07932 733990 / 07971 291679

All Saints (Elton) Amateur Operatic Society Complaints Procedure

Statement of intent

All Saints Elton A.O.S (the "Charity") are committed to providing a high quality and accessible service to anyone who wishes to become a member or participate in any performance.

As part of this commitment, we have a complaints/grievance procedure to allow those to whom we provide these services to make suggestions for improvement or to raise any grievance, complaint or concern they may have. This complaints/ grievance procedure can also be used by anyone connected to the Charity, including any trustee, or member.

Stage 1 Complaint - Complaint to the Charity

Where the complainer is a member of the public who is not connected with the Charity

- The complainer should raise their concerns with the secretary at secretary@allsaintselton.co.uk
- If the Secretary is not available or is implicated in the complaint, then the complainer should raise their concern with the Chair on chair@allsaintselton.co.uk
- We will acknowledge and provide a response to your complaint within 20 working days of receiving it. We expect to be able to resolve most complaints within that timeframe, but if we need to conduct a more in-depth investigation, we will aim to provide a full response within 25 working days. If we are unable to meet that deadline due to exceptional circumstances, we will let you know and when you can expect a response.

When the complainer is connected with the Charity

- Given the nature of our Charity, in the event of a trustee, volunteer or member wishing to raise a grievance/complaint, it is our preference for the grievance to be discussed informally in the first instance with the individual(s) concerned and if possible, resolved in an amicable manner. We would expect all complaints raised in this way to be resolved within 25 working days.



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STAGE 2 Complaint - Complaint to the trustees

This procedure is appropriate for all complaints, regardless of whether the complainer is connected with the Charity.

- If you are not happy with the decision that you receive, you will be given the opportunity to raise the issue with the chair of the trustees who will arrange, as appropriate, an investigation to take place and respond normally within 20 working days.

At stage 2, an investigation panel will be convened which is made up of at least one trustee.

In the event of any serious, continuing breach of the Charity's policies, the Charity reserves the right to restrict any person's participation in the Charity's activities and remove membership.

Ratified by All Saints (Elton) Amateur Operatic Society Committee 16th August 2021