



Quality music | Lifelong impact

registered charity no. 1187080

## Procedure for Dealing with Complaints and Appeals

***Complaints may be very minor and require little by way of response. Any member of PDMC receiving a complaint may be able to make an adequate response simply by listening, offering a simple apology or explanation, or promising to pass on a message. If this is not the case, the following procedures should be followed.***

***PDMC can learn and improve from complaints, so brief details should always be passed to the Administrator for reporting to the next Board Meeting.***

A complaint may be received by the Administrator, the Strategic Director of Music, an Ensemble Director, a Parent Helper or a Trustee. The person receiving the complaint will decide if they are the appropriate person to deal with the complaint, or else pass it on immediately to an appropriate person.

The appropriate person will immediately advise the complainant that their complaint will be dealt with. They will undertake any necessary investigation to gather relevant information and seek to resolve the complaint in direct communication (in person, by telephone or by email) with the complainant. (Particular care should be taken when using email.) Oral feedback will also be given to any PDMC member associated with the complaint.

The appropriate person will also advise the complainant that, if they are not satisfied with the response, they have the right to appeal, in writing to the Chair of Trustees, within seven days of receiving this advice. If the complaint is about the Chair of Trustees, or the Chair's handling of their complaint, the appeal should be made to the Vice Chair.

Upon receipt of notice of appeal, the Chair or Vice Chair will:

- advise the appellant that PDMC aims to deal with appeals as promptly as possible
- convene an Appeals Committee of three trustees (which should not include the "appropriate person" but should include the Chair or Vice Chair) with one of its number as Chair of the Committee.

The Appeals Committee will:

- meet at the first available opportunity;
- request, if necessary, further information from the appellant, either in person at the hearing or beforehand through personal, telephone or email contact;
- provide an opportunity, if the complaint is about an individual, for that individual to respond to the complaint, either in person at the hearing or beforehand through personal, telephone or email contact;

Agreed at the Board Meeting on Wed 13 March 2019

- advise anyone asked to attend the hearing that they may bring a friend or representative with them;
- consider the merits of the appeal and reach a conclusion, which will be final;
- inform the complainant in writing, within five days, of the outcome of the appeal;
- provide written feedback to any members of PDMC associated with the complaint of the outcome of the appeal and any recommendations, if relevant, for improving future practice;
- report any emerging issues, which may require action by trustees, to the next meeting of the Board.