



BIRMINGHAM FESTIVAL CHORAL SOCIETY

First Concert 1845

www.bfcs.org.uk

**President:
THE LORD MAYOR OF
BIRMINGHAM**

**Music Director:
DAVID WYNNE**

Registered Charity No. 510847

BFCS Complaints and Grievance Policy

The legal entity known as Birmingham Festival Choral Society is referred to throughout this document as BFCS (or the Choir). The Officers and all the other General Committee Members are, and may be referred to as, the Trustees.

We aim to ensure that all members and volunteers associated with the BFCS have a successful and enjoyable experience and as a Choir, we are committed to continuous improvement. BFCS aims to ensure that choir members and members of the public have a successful and enjoyable experience. We recognise, however, that sometimes mistakes can occur, and things may not be done as well as they should but remain committed to ensuring that any complaints made by members or the public are taken seriously and dealt with promptly, fairly and effectively to the best of our ability and within our resources.

Complaints Policy

1. BFCS is committed to ensuring that all Members are treated with dignity, fairness and respect.
2. BFCS is committed to creating an environment for positive relationships in which members feel able to raise any concerns/complaints regarding the running of the choir or about the actions of other members.
3. BFCS view concerns/complaints as an opportunity to learn and improve, as well as an opportunity to put things right for the person that has raised the concern or complaint.
4. BFCS recognises that a complaint is an expression of dissatisfaction and is committed to make sure all complaints are investigated fairly, promptly, sensitively, and when appropriate confidentially.
5. BFCS is committed to make sure all concerns/complaints are, wherever possible, resolved with a positive outcome and good relationships maintained.
6. If a member of the choir has a concern/complaint this should initially be brought to the attention of the Chair of the choir either verbally or by email or to a member of the committee, who will make every effort with the support, if appropriate, of other committee members to respond and resolve the concern/complaint within 15 days.
7. The person to whom the complaint was made will keep in communication with the complainant and inform them of any action taken.

Grievance Policy

The above complaints policy 1-7 applies equally when handling a grievance. It is preferable for any grievance to be resolved as outlined in the complaints policy. A grievance is a formal way for a member of the choir to raise a complaint and for BFCS to respond.

1. If a Member of the Society has a Grievance it must be raised in writing to the chair of the society within 4 weeks of the event or issue (or the last of a series of events, acts or issues).
2. If the Grievance is against the Chair of BFCS or there is any other reason why the Chair is not the appropriate person then the member should approach the Vice Chair or any other member of the Committee.
3. A grievance will be treated as confidential by all parties involved.
4. The Chair or Vice Chair/Committee will ensure that the grievance is addressed informally within 15 days of the grievance being registered.
5. If the grievance cannot be resolved informally, then a formal grievance should be made in writing to the Chair of the committee outlining the issue (s) in as much detail as possible and making clear why the informal resolution is not acceptable. The Chair or Committee member will then initiate a formal

investigation to be carried out by a committee member or members. This investigation should begin no later than 15 days after the end of the period referenced in paragraph 6 above.

6. Following the investigation referred to in paragraph 5 the investigating the Chair or Committee member(s) will reach their conclusions and decide on the way forward.

7. The decision of the investigating Committee member or members will be confirmed in writing to the complainant.

8. The complainant can appeal against the investigating Committee member or members' decision to an appeals panel appointed by the Committee if they can demonstrate a substantive reason for an appeal. The appeals panel will not include the investigating Committee members. Appeals must be lodged in writing within two weeks of receipt of the letter confirming the decision. The decision of the appeals panel is final.

9. The Committee recognises that Members may fear victimisation for making or being involved in a grievance or complaint and so is committed to ensuring that complainants do not suffer. The Committee will not tolerate intimidation, victimisation, retaliation or discrimination against an individual for filing a complaint or assisting in an investigation, whether the complaint is upheld or not and any such behaviour will be treated as a violation of the BFCS Harassment and Bullying Policy.

10. False or malicious complaints will not be condoned. In that instance the Committee will decide whether the complainant can remain as a member of BFCS with or without conditions or whether they should be refused ongoing membership.

Revision	Rev. Date	Description of change	Revised by
1	Nov 2023	Original issue	Trustees
2	Jan 2025	Policy updated	Trustees