



Complaints Policy

King's Junior Voices

October 2021

Registered Charity No: 1138969

The purpose of a Complaints Policy is to provide a comprehensive, open, transparent, fair and timely vehicle through which:

- something that may have gone wrong can be identified, acknowledged and, where necessary, put right;
- an apology may be made where appropriate;
- KJV can, where appropriate, learn from the process, making it less likely that a similar complaint will be brought in the future.

Preliminary stage - dealing with concerns informally

Every effort should be made to resolve matters informally. Issues are likely to be best resolved through discussion with the Music Director, Lynette Alcántara, or administrator, Maggie Heywood, though any staff member may be approached. It is not appropriate to express complaints to parent helpers.

Resolution of matters will be attempted through the provision of information and clarification. Where it is clear that there is a significant level of challenge, staff will refer the matter to the Music Director as a cause for concern. The Music Director will then seek to resolve the matter through discussion with those expressing concerns. Staff are advised not to engage in prolonged correspondence of an argumentative nature but to refer the complaint to the Music Director at that stage. Staff should take a note of any agreed action points and summarise these at the end of the conversation. The notes should be circulated promptly to those involved in the discussion.

If the matter is unable to be resolved in this way, those expressing concerns may contact the Board of Trustees to make a formal complaint: rupert.curwen@kingsjuniorvoices.org

Formal complaints

If a formal complaint is made, the Board of Trustees will acknowledge receipt of it within a week and investigate the matter so that the complainant receives a response within two weeks. On occasion, the complaint may be too complex to investigate within this timescale and, in these circumstances, the Board of Trustees will write to the complainant explaining why it is not possible to work within the timescales laid down and to advise when a response will be issued.

An investigation into the complaint will take place and may involve:

- Achievement of a shared understanding with the complainant of the nature of the complaint and of what it is that remains unresolved;
- Establishing what has happened and who was involved;
- Interviews and/or written statements from those adults and children whose information and views, in the opinion of the Board of Trustees, need to be taken into account;
- Sensitivity and thoroughness when conducting interviews;
- A detailed report that will provide a clear record that will be helpful for any subsequent review;
- A clear analysis of the information and conclusions reached;
- An authoritative outcome that is based on the evidence and does not merely state acceptance of evidence;
- Recommendations to resolve the complaint.

Normally there are two possible outcomes from a complaint. These are action taken by KJV to put matters right. This might involve one or more of the following:

- a review of policy or procedure
 - changes to routines
 - action to remedy a health and safety concern
 - restorative work involving a choir member and a member of staff
 - risk assessment to determine the likelihood of similar problems recurring
 - an apology
 - action towards a member of staff (on the occasions that this is of a disciplinary nature, no further information can be shared as this is a matter of employment contract law for employees and a straightforward matter of privacy for volunteers)
- a decision that no action is necessary or justified