

Complaints Policy

VERSION

1.0

ADOPTED

2026

REVIEW DATE

Annually

APPROVED BY

Executive Committee

1. Our Approach

The Midlands African Choir welcomes feedback — including complaints — as an important way of understanding how we can improve. We are committed to dealing with all complaints promptly, fairly, confidentially and with respect for everyone involved.

A complaint is any expression of dissatisfaction — whether formal or informal — about the choir's activities, the conduct of its members or volunteers, or any decision made by the Executive Committee.

Complaints related to safeguarding concerns are handled under the Safeguarding Policy, not this policy. If you have a concern about the safety or welfare of a child or adult at risk, please refer to the Safeguarding Policy immediately.

2. Who Can Make a Complaint

Any of the following may make a complaint to the choir:

- Current or former choir members
- Volunteers or committee members
- Members of the public who have attended an event or been in contact with the choir
- Partner organisations
- Grant funders or statutory bodies

3. The Complaints Process

1

Informal resolution — within 5 working days

In the first instance, we encourage you to raise your concern informally with the relevant committee member or the Chair. Many concerns can be resolved quickly through a direct conversation. You can do this in person, by phone or by email.

2

Formal complaint — within 10 working days

If your concern is not resolved informally, or you prefer to raise it formally from the outset, please submit your complaint in writing (by email or letter) to the Chair of the Executive Committee. Your written complaint should describe: what happened, when it happened, who was involved, and what outcome you are seeking. We will acknowledge your complaint within 5 working days and aim to provide a full response within 10 working days. If we need more time, we will let you know.

3

Appeal — within 15 working days

If you are not satisfied with the outcome of the formal complaint, you may appeal in writing to the full Executive Committee (excluding any member involved in the original complaint). The Committee will review your appeal and provide a final response within 15 working days. This decision is final within the choir's internal procedures.

4. Complaints Involving the Chair

If your complaint is about the Chair of the Executive Committee, you should direct your complaint to another named committee member. That committee member will convene a panel of at least two other committee members (excluding the Chair) to handle the complaint.

5. Confidentiality

All complaints will be handled with appropriate confidentiality. Information about the complaint will be shared only with those who need to know in order to investigate and resolve it. Records of complaints will be kept securely and retained for three years from the date of resolution.

6. Unreasonable Complainant Behaviour

We are committed to treating all complainants with respect and expect the same in return. Where a complainant's behaviour becomes abusive, threatening or persistently unreasonable, the choir reserves the right to restrict further contact, notify appropriate authorities, or decline to continue engaging with the complaint.

7. Learning from Complaints

All formal complaints will be reviewed by the Executive Committee on an annual basis to identify any patterns, systemic issues or areas for improvement. We will use this learning to improve our policies, procedures and culture.

8. Contact for Complaints

Chair, Executive Committee — The Midlands African Choir

Email: themidlandsafricanchoir@gmail.com

Address: Wellingborough, NN8 5FD

Signed: Cecilia LN (Chair, Executive Committee)

Date adopted: 02/06/2026

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Review annually | Next review: 2027