

## Complaints Policy

Trustees, management and all others engaged in activity on behalf of Sing for Pleasure are expected to adopt the highest professional standards in the execution of their duties in accordance with the stated SfP Code of Practice. However if it should occur that any person participating in an SfP organised activity believes they have a grievance against either the organisation or a person acting for the organisation the following procedure may be followed:

- In the first instance the complainant may approach the course tutor who will attempt to resolve the matter. The tutor will inform the Chief Executive of the complaint and its resolution.
- If this is inappropriate or a successful resolution is not obtained, the complainant may then approach the Chief Executive.
- If this is inappropriate or a successful resolution is not obtained, the complainant may then approach the Board of Trustees through the Chairman.

It is the responsibility of the Chief Executive to inform the Board of Trustees of all complaints and to ensure that they are properly recorded.

It is the responsibility of the Chairman of the Board of Trustees to inform the Chief Executive of the outcomes of any complaints made to the Board.

The resolution to any complaint shall be validated by reference to the SfP constitution and appropriate policy documents.

S D Gregson

Chairman

24 May 2016