



Amphill Town Band Complaints Policy

Informal Complaints

- Concerns should be raised with the Band Manager immediately for quick resolution.
- Band Manager to record the complainant's details, nature of the concern, circumstances, and inform them their concern will be passed to the Trustees.

Formal Complaints

- Complaints can be submitted via email or post to the Band Manager.
- Include personal details and a detailed account of the issue.
- Band manager to acknowledge receipt within 7 working days and investigate the complaint.
- Band Manager to respond within 14 working days, or provide a holding reply if more time is needed.
- If unsatisfied, the complainant can appeal to the Chair within 28 days.
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Wider Action

- Consideration for wider action or reporting to relevant authorities may occur regardless of the complaint's outcome.

Anonymous Complaints

- Will be recorded and investigated, but may be treated with caution due to potential malicious intent.

Potential Compensation Claims

- Notify insurers if a complaint could lead to a compensation claim.

Confidentiality

- All complaints will be treated confidentially in compliance with the Data Protection Act.

Availability

- The policy will be publicly available for anyone wishing to submit a complaint.

Review

This policy should be reviewed annually by the Band Committee

Date last reviewed: April 2025