

SOCIETY OF RECORDER PLAYERS

COMPLAINTS PROCEDURE

From time to time a member or visitor may be seriously aggrieved about an aspect of their dealings either with a branch or with the SRP nationally. This document sets out procedures which should be followed to try to resolve such a grievance.

We do want to learn from our mistakes. What you tell us enables us to look at how we do things and helps us to improve our service.

Complaints arising at branch level

All branches are part of the Society of Recorder Players and each branch is run by its own committee in accordance with the Rules of the Society and any additional rules that have been formally approved. Most complaints are therefore first handled at branch level.

Misunderstandings and difficulties can often be sorted out on an informal basis and this should always be attempted first. A complainant should not hesitate to contact the Chairman or Secretary of the branch, who may be able to iron out the problem straightaway.

If the problem is not resolved on an informal basis and needs to be looked at in more depth and put on an official footing, a complainant should put the complaint in writing to the Chairman of the branch. The branch Chairman will acknowledge the complaint and carry out a full investigation into the circumstances surrounding it by speaking to and/or meeting with all persons concerned to discuss the issue.

Written records of meetings and discussions will be kept.

The branch Chairman will write to the complainant with the conclusion of his/her investigation. A copy will be sent to the Society's Secretary.

If the complaint is upheld, a full apology will be made in writing and, where appropriate, details given of any action that the branch is able to take to rectify the situation or, at least, to put things right for the future.

In extreme circumstances, if the problem relates to the behaviour of an individual branch member and it cannot be resolved locally, the branch may request the national Committee to terminate the member's membership, in accordance with Rule 3.9 of the Society's Rules (2015). In this case the complaint should be passed to the Society's Chairman or Secretary in writing. The complaint will then be treated as set out in the following paragraph and in accordance with Rule 3.9.

If a complainant is dissatisfied with the outcome of the branch investigation, the SRP Chairman will (with other Trustees if necessary) independently review the complaint and check that the investigation so far has been carried out fully and properly. He/she will check

whether the fundamental point of the complaint has been addressed and look at any outstanding issues raised by the complainant. The SRP Chairman will, in writing to the complainant, either confirm the original conclusion or come to a different view.

There will be the same obligation for an apology, where owed, and for putting things right, if possible.

Complaints arising at national level

If a complaint is related to anything other than a branch matter, the complaint should be made in writing to the Chairman or Secretary of the Society. The Chairman will acknowledge the complaint and (with other Trustees as necessary) carry out a full investigation into the circumstances surrounding it by speaking to and/or meeting with all persons concerned to discuss the issue.

Written records of meetings and discussions will be kept.

The Chairman will write to the complainant with the conclusion of the investigation. If the complaint is upheld, a full apology will be made in writing and, where appropriate, details given of any action that will be taken to rectify the situation or, at least, to put things right for the future.

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