

THE LONDON BALLET CIRCLE

COMPLAINTS PROCEDURE

The London Ballet Circle (LBC) is committed to operating efficiently, effectively and equitably and to working in a transparent and accountable way which engenders trust on the part of the Membership.

The Trustees strive for continuous improvement and seek to learn from experience, listening and responding to the views of both Members and the organisations The LBC supports. In this context, it is important that complaints are handled fairly, consistently and as expeditiously as possible.

Therefore, Members who are unhappy on a minor point or feel that there has been some kind of misunderstanding should speak quickly to a Trustee/Committee Member or contact the Chair* immediately so as to give the LBC a chance to put things right straight away. If that is not possible, the Chair will explain the position to the Member concerned and report the complaint to the other Trustees/Committee Members with a view to resolving the matter on a timely basis.

However, any Member who feels that there is a concern of a more substantive/serious nature which needs to be looked at more formally should:

- 1) write to the Chair* as soon as possible after the issue arose
- 2) explain what the problem is clearly and fully
- 3) indicate what outcome he/she is seeking
- 4) allow the Trustees a reasonable amount of time to deal with the matter
- 5) be willing to recognise that there might be some circumstances which are outside the LBC's control

The LBC will :

- 1) acknowledge the correspondence in writing, seeking clarification where needed and indicating the timeline for getting back to the Member with a substantive response
- 2) investigate the complaint thoroughly and sensitively under the aegis of the Chair
- 3) keep the matter confidential to the Trustees/Committee unless, by agreement with the complainant, it is decided to seek an independent view
- 4) as appropriate, take action to address the concern
- 5) respond to the complainant in a suitable way – for example, with an explanation, an apology if the LBC got things wrong, an offer to meet to agree the solution, and/or information about what has been done to resolve the issue
- 6) where appropriate, use the complaint as a basis for reviewing and improving LBC practices

Although, as indicated above, the LBC will make every effort to resolve the concern to the satisfaction of the Member, in certain circumstances the decision of the Trustees will be final.

[* chair@tlbc.org.uk or by a note passed either to the Chair or to any Trustee for the Chair's attention]

Approved by Trustees: 04/03/19 **Reviewed:** March 2020 **Next Review due:** March 2022