# Melksham music and drama Complaints Policy

Melksham music and drama’s mission is to promote and encourage the knowledge, understanding, appreciation and enjoyment of drama, dance, music and all the other forms of the performing arts in all their expressions, within Melksham and the surrounding areas.

At Melksham music and drama, we are committed to providing an opportunity for anyone to develop creatively within performing arts and build an inclusive and supportive community, that will benefit both physical and mental health of the members and our community.

This policy relates to complaints that our members and customers may have about our organisation and sets out our formal procedure for dealing with such complaints.

## Responsibilities

Members/ Customers and Melksham music and drama have a range of responsibilities in relation to the raising and handling of complaints.

Set out below are the responsibilities broken down into the various groups:

**Members/ Customers**

Members/ Customers are responsible for ensuring:

• Any complaints that they make are based on genuine concerns

• They provide sufficient information to support their complaint

• They lodge the complaint within timescales outlined to the Chair or a committee member

**Melksham music and drama**

Melksham music and drama are responsible for ensuring that:

• Complaints are logged and managed within timescales

• Complaints dealt with internally are given all consideration

## Complaints process

It is important that all complaints are raised directly with Melksham music and drama.

Our complaint policy is a two-stage process, each process is detailed below, most complaints will be resolved to a satisfactory standard at stage one.

If the complaint is not resolved at stage one, then it should be escalated to stage two.

**Stage one:**

* Complaint is raised directly with the Chairman or Committee member of Melksham music and drama, who will discuss with complainant and discuss suitable options for resolution.
* If the complaint is resolved this will be discussed at Committee meeting, resolution put into place and learnings recorded.

**Stage two:**

* If complaint was not resolved at stage one, then this will be escalated to a written complaint from complainant given to the Chair or committee member, prior to next committee meeting for committee’s decision on actions required.
* We will aim to resolve all complaints within 30 working days in writing.

Melksham music and drama will keep a written record of all complaints and compliments made about our organisation for a minimum of3 years.

This policy was approved by:

????? 31/01/2022

Review Due 31/01/2024