

COMPLAINTS POLICY

A: PURPOSE

The Stock Exchange Dramatic and Operatic Society (Sedos) aims to provide its members and supporters with the best possible experience, whether on stage or off.

Sedos views complaints as an opportunity to learn and improve for the future, as well as an opportunity to put things right for the person who has made the complaint.

We take complaints seriously. If you have a complaint about Sedos and its activities, or your participation in Sedos' productions or events, please tell us about it so that we can do our best to put it right.

B: PROCEDURE

Our complaints procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner;
- To increase Sedos' members' and supporters' satisfaction;
- To use complaints constructively in the planning and improvement of all Sedos activities, productions and events.

What is a complaint?

A complaint may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of Sedos' activity, which is under the control of the Sedos Board of Trustees and the Sedos Management Committee and/or its volunteers.

Sedos has a separate procedure for complaints of a nature that fall under our safeguarding policy. If your complaint is of this nature, please consult our safeguarding policy for more information about how to raise your complaint.

Who can make a complaint?

Any member or other individual, volunteer or organisation who has a legitimate interest in Sedos' activities, including the general public, may complain to us. You do not need to be a current or former Sedos member to make a complaint.

How to complain

Many complaints can be resolved informally. We would encourage you, if you feel able to, to speak first to the person responsible for the activity that the complaint relates to, for example if show related, to the producer or to the committee liaison to ask them to sort the matter out. You may wish to encourage them to raise the matter with the Chair of the Sedos Management Committee, or you can always contact the Chair of the Sedos Management Committee directly (committee@sedos.co.uk) who will endeavour to sort out the issue.

Please make a note of the name of the person you speak to and if a solution is offered at this point, make a note of that as well so that it can more easily be followed up later if the issue persists.

If you are not satisfied with the outcome of the informal process, or you do not wish an informal solution, you may pursue a discussion with the Board of Trustees, or an individual Trustee with responsibility in your area of concern.

Please send your formal complaint in writing to: complaints@sedos.com.

This is sent to the Secretary of the Board of Trustees and the Administration Director of the Management Committee who will take responsibility for dealing with the complaint or directing your complaint to the relevant member of the Board of Trustees. If you have a formal complaint that relates to either of these individuals, please raise directly with the Chair of Trustees (chair@sedos.co.uk).

What will we do on receiving your complaint?

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate.
- If deemed appropriate after investigation, we will take action to resolve the problem and tell you what the action is.
- If deemed appropriate after investigation, we will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. We ask that you do the same for our Sedos volunteers, acknowledging that all of our members and those in leadership positions are doing so on a voluntary basis.

Any confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which Sedos is not directly responsible.

How long will it take to respond?

We will endeavour to acknowledge your complaint within 5 working days of receipt, and we endeavour to respond fully and conclusively to all complaints within 10 working days save where the investigation into the matter requires a longer time period to do so.

You may be contacted to make sure that we have understood your complaint properly. The person investigating the complaint may want to speak to you to obtain additional relevant information.

Whenever possible we will deal with complaints more quickly. If we think it will take longer we will let you know..

Can you take your complaint elsewhere?

Depending on the nature of your complaint, you may also be able to make a complaint to a third party such as The Charity Commission.

Visit <https://www.gov.uk/complain-about-charity> for more details.

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