

# Dalcroze UK Complaints Procedure

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## 1. Statement of Scope

- 1.1 Dalcroze UK takes every effort to fulfil its mission statement and uphold its core values through its policies and ethos to enable all to benefit from its charitable work and thus to minimise complaints being lodged.
- 1.2 Dalcroze UK recognises that from time-to-time mistakes occur and that policies do not cover every eventuality. The Society's constant aim is to reduce these occurrences and the possibility of these occurrences. Consequently, Dalcroze UK takes all complaints seriously and aims to rectify and learn from any complaint received. Dalcroze UK values all feedback and welcomes the opportunity thereby to improve its charitable work.
- 1.3 Anyone may bring a complaint to the attention of any Trustee or Employee of Dalcroze UK who will refer it to the appropriate person as provided for in the following Complaints Procedure, or arrange for the complainant to be informed of any other Dalcroze UK procedure that would be more appropriate to follow.
- 1.4 Complaints will be addressed under this Complaints Procedure from users of Dalcroze UK's services, those involved in Dalcroze UK's activities, beneficiaries, donors, fundraisers, members, trustees, supporters, volunteers, or any other person or organisation that has involvement with Dalcroze UK.
- 1.5 Any decision in response to a complaint may be appealed as provided for in the Complaints Procedure.
- 1.6 A Member of Dalcroze UK who brings a complaint shall not be disadvantaged in any way with respect to their Dalcroze UK membership for having done so.
- 1.7 Dalcroze UK will give timely responses to complaints. Complainants are welcome to question or challenge these responses. In the exceptional event of a persistent, habitual or vexatious complaint or challenges, as determined by the Board of Trustees, the Society may decide to draw the Procedure to a close deeming the Complaint to be outside the scope of this Procedure and that a mutually agreed external organisation be involved to resolve the Complaint. If it is inappropriate for the Board of Trustees to make the decision of a Complaint being persistent, habitual or vexatious, a trustee from a charity independent of Dalcroze UK will be consulted by the Manager of Dalcroze UK for a decision.

## 2. Confidentiality

- 2.1 Dalcroze UK ensures that all information received and produced in connection with a Complaint is treated as confidential and handled sensitively, that only those who need to know have access to that information, and that relevant data protection requirements are all met.
- 2.2 The Manager of the Society will maintain a record of all Complaints and other disciplinary actions, including the Chair of Trustees' written record of Informal proceedings, and the written Complaint, report of the investigating panel, minute of decision by Board, and if the decision is appealed, the written decision of the appeal panel in Formal proceedings, together with any other written material essential to the proper understanding of the matter.
- 2.3 This record will be kept strictly confidential, and destroyed in accordance with GDPR guidelines.

## 3 Introduction to the Complaints Procedure

- 3.1 The purpose of the Complaints Procedure is to resolve disputes without resorting to legal proceedings.
- 3.2 For the Complaints Procedure to be followed, a Complaint must be made in writing. If this is not possible, the Manager will organise an appropriate method of recording the Complaint.
- 3.3 The expressions 'in writing' and 'written' should be understood as including any suitable written medium, including any electronic ones.
- 3.4 In the following procedures, where 'Chair of Trustees' is stated as a role in the process and if the Chair of Trustees should be involved in the Complaint, then another Trustee will take this role; if this too would be inappropriate, the Manager may take their place, or in exceptional circumstances, a trustee from a charity independent of Dalcroze UK.
- 3.5 The Society takes complaints of harassment very seriously.
  - 3.5.1 The Society defines 'harassment', as being verbal, physical, emotional or sexual discriminatory behavior that may be based on, but is not limited to, the victim's ethnic origin, gender or gender expression, religion, nationality or national origin,

age, marital status, sexual orientation, political beliefs or affiliations, physical ability or disability, chosen occupation or activity, parental or caregiver status or employment status. Harassment of, or by, employees, members, trustees, or volunteers is unacceptable and will not be tolerated by the Dalcroze UK.

- 3.6 Dalcroze UK will report to the complainant the action taken to investigate a Complaint, conclusions reached as a result of the investigation, and actions taken or to be taken as a result of the Complaint.

## 4 Complaints Procedure

- 4.1 Anyone who considers that they have grounds for Complaint about Dalcroze UK is recommended to seek to resolve the matter informally if they feel safe to do so.
- 4.2 Complaints should be made in writing to the Chair of Trustees.
- 4.3 The written Complaint should include:
- 4.3.1 the name and address of the complainant.
  - 4.3.2 the name of the person(s) about whom the Complaint is being made, if applicable.
  - 4.3.3 the nature of the Complaint being made, including (if applicable) places, dates, and times.
  - 4.3.4 the names of any witnesses, if appropriate.
  - 4.3.5 any action that may already have been taken to resolve the matter.
  - 4.3.6 an indication of what would be considered a successful outcome.
- 4.4 The Chair of Trustees shall open an investigation of the Complaint.
- 4.4.1 The investigation shall be conducted by a panel consisting of the Chair of Trustees and two other Trustees, supported by the Manager. If the Complaint is about the Society, a member of the governing body of another charity independent of the Society, shall be appointed to be the Chair of the panel.
  - 4.4.2 The investigating panel may require the parties and any witnesses to present evidence in writing within a reasonable time of the request being made.
- 4.5 The investigating panel shall prepare a report that reviews the evidence and:
- 4.5.1 recommends that, based on the evidence they have received, the Complaint be dismissed; or
  - 4.5.2 makes recommendations for an informal resolution of the matter (without necessarily attributing blame or responsibility) in a way that seeks to establish and promote a professional and respectful working relationship between the parties, using any mediation services that may be available; or

- 4.5.3 determines that there is a prima facie case to answer and recommends that the matter be dealt with by a formal resolution discussed at a meeting of the Trustees of the Society, together with the Manager (who shall not have a vote), but no other people ordinarily entitled to attend meetings of Board. Any disciplinary action to be taken shall not be specified in the report but shall be determined by the Trustees. Twenty-one days' notice shall be given to the person complained about, together with a copy of the report, so that they can attend and make their case.
- 4.6 If the investigating panel recommend action by the Trustees, the Trustees shall decide the action to be taken and record their decision by minute, including in the minute their reasons for the decision. The Trustees may choose to impose disciplinary action as specified in the Rules of the Society, not to do so, or, by the vote of a quorum or more Trustees (being at least two-thirds of their total number), to overrule the report of the panel and decide on recommendations of 4.5 above.
- 4.7 The report of the investigating panel and the Trustees' minute of decision shall be given to both parties to the Complaint.
- 4.8 Any person acting under any stage of the Complaints Procedure who knowingly brings a Complaint or makes any statement that is untrue, malicious, frivolous, or in bad faith shall be subject to the disciplinary powers of the Trustees as specified in the Rules of the Society. The investigating panel should investigate any such action and make recommendations as part of its report.
- 4.9 At all stages of this Complaints Procedure, the complainant, the person complained about, or any witness may be accompanied by a colleague, advocate or supporter, who need not be a member of the Society.
- 4.10 Within twenty-eight days of the receipt of a Complaint, the complainant will receive a reply from the Chair of Trustees with a progress report of the Complaint.
- 4.11 A Trustee of Dalcroze UK, or another appropriate member of the Society, will be available following the conclusion of the Complaint Procedure a month after the completion of the procedure for the complainant to report back on the outcome of the resolution.
- 4.12 The response and decisions of Dalcroze UK may be appealed in the first instance to the Chair of Trustees. If this does not resolve the Complaint, it is recommended that the complainant takes their Complaint to the relevant authorities as outlined in section 7 below.

## 5 Potential Actions of the Board

- 5.1 The Trustees of Dalcroze UK may take action against any member who in their view brings the Society into disrepute or works against the interests of the Society including, but not limited to, one who has violated any current code of conduct published by the Society, or one who has been found answerable for a Complaint made against them following the Complaints Procedure.
- 5.2 The Trustees have the following disciplinary powers, which are not exclusive of one another:
- 5.2.1 to write a formal letter of censure.
  - 5.2.2 to exclude individuals, whether members or not, either temporarily or permanently from the Society's courses or training days, or from Society-promoted events of any kinds.
  - 5.2.3 to suspend Society membership temporarily. If the period of suspension is three months or longer, the member's subscription will be refunded pro rata.
  - 5.2.4 to terminate Society membership permanently. If this is during a calendar year for which the member has already subscribed, their subscription for the remainder of the year will be refunded pro rata. They will not normally be permitted to renew or re-join.

## 6 Definitions

- 6.1 'Dalcroze UK' and 'the Society' for the purposes of this document are synonymous.
- 6.2 A 'Complaint' in this Procedure means any expression of dissatisfaction in relation to Dalcroze UK that requires a response from Dalcroze UK.

## 7 Taking your Complaint outside of Dalcroze UK

- 7.1 If the Complaint is about fundraising work or activities and you are not satisfied with the response Dalcroze UK, you are entitled to take it to the Fundraising Standards Board. This is the self-regulatory scheme that works to ensure that organisations raising money from the public do so honestly and properly. Their contact details are:

Fundraising Standards Board  
65 Brushfield Street  
London  
E1 6AA  
Tel: 0333 321 8803  
Email: [info@frsb.org.uk](mailto:info@frsb.org.uk)  
Website: [www.frsb.org.uk/Complaints/make-a-Complaint](http://www.frsb.org.uk/Complaints/make-a-Complaint).

7.2 If your Complaint is about an aspect of our charitable work other than our fundraising work or activities, you may wish to contact the Charity Commission. However, we suggest that, before you do so, you consider whether it is appropriate to contact the Commission in the first instance rather than ourselves. The Commission has guidance on its website as to when to direct Complaints to a charity and not to the Commission. Their contact details are:

Charity Commission Direct

PO Box 1227

Liverpool

L69 3UG

Tel: 0845 300 0218

[www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

[www.charitycommission.gov.uk/contact-us/general-enquiries/report-a-concern-about-a-charity](http://www.charitycommission.gov.uk/contact-us/general-enquiries/report-a-concern-about-a-charity)

7.3 Other authorities recommended by The Charity Commission to the public states that:

7.3.1 if you believe there is criminal activity within a charity, you should inform the police.

7.3.2 if you suspect fraud connected to a charity, you should report it using the Action Fraud Online Reporting Service at [http://www.actionfraud.police.uk/report\\_fraud](http://www.actionfraud.police.uk/report_fraud) or call 0300 123 2040.

7.3.3 if you have information about possible terrorist activity connected to a charity, you should report it to the Anti-terrorist Hotline on 0800 789 321.

7.4 If a Complaint relates to your personal data, it may be appropriate to contact the Office of the Information Commissioner.

7.5 A Complaint could be directed to another regulator where it properly falls under its jurisdiction or remit. For example, a Complaint could be made to the Advertising Standard Authority (ASA) where appropriate. If a charity is registered with the Care Quality Commission (CQC) a Complaint could be made to the CQC where the Complaint relates to social care provided by the charity.

## Approval and Review –

Detail	Date	Next Review Date
Approved by Trustee Board	31/07/2023	2025