Complaints Policy

Review

Detail	Date	Next Review Date
Approved by Trustee Board	31/07/2023	2025
Reviewed by Trustee Board	24/07/2025	October 2025

1. Policy statements

Dalcroze UK strives for high standards in service delivery and welcomes feedback from individuals, intermediaries, and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.

Complaints will be addressed under this Complaints Procedure from users of Dalcroze UK's services, those involved in Dalcroze UK's activities, employees, contractors, beneficiaries, donors, fundraisers, members, trustees, supporters, volunteers, or any other person or organisation that has involvement with Dalcroze UK.

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.

The objectives of the Dalcroze UK Complaints Policy are to:

- Ensure everyone knows how to provide feedback and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Provide individuals with a fair and effective way to complain about our work
- Ensure that complaints are monitored and used to improve our services.

Dalcroze UK will ensure that we:

- Listen carefully to complaints and treat complaints as confidential, where possible
- Record, store and manage all complaints accurately and in accordance with GDPR.
- Investigate the complaint fully, objectively and within the stated time frame
- Notify the complainant of the results of the investigation and any right of appeal

- Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence
- Report, on an annual basis, the number of complaints received, the outcomes of investigations and any actions taken.

The Dalcroze UK CEO is responsible for implementing the Complaints Procedure.

If the Chair of Trustees should be involved in the Complaint, then another Trustee will take this role; if this too would be inappropriate, a trustee from a charity independent of Dalcroze UK.

2. Definition of a Complaint

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel Dalcroze UK has:

- Failed to provide a service or an acceptable standard of service.
- Delayed in providing a service.
- Made a mistake in the way it has provided a service.
- Failed to act in a proper way.
- Provided an unfair service.

This policy and procedure relates only to complaints received about Dalcroze UK and its services. Individuals who make complaints about partner organisations will be notified in writing that they need to complain to the organisation they have the complaint with, and will be provided with contact details, where possible.

3. Complaints Procedure

There are four stages to the complaints procedure:

- Stage One – Informal Complaint
- Stage Two – Formal Complaint
- Stage Three – Appeal
- Stage Four - Independent Review

<u>Stage One</u>

Dalcroze UK aims to settle the majority of complaints quickly and satisfactorily by the member of staff or the relevant manager who provides the service. The complaint may be resolved quickly by way of an apology, by providing the service required or by providing an explanation to the individual. Individuals wishing to make a complaint should contact the person who provided the service, or their manager.

<u>Stage Two</u>

At this stage, the complaint should be raised with the Dalcroze UK CEO by email, including:

- the name and address of the complainant.
- the name of the person(s) about whom the Complaint is being made, if applicable.
- the nature of the Complaint being made, including (if applicable), places, dates, and times.
- the names of any witnesses, if appropriate.
- any action that may already have been taken to resolve the matter.
- an indication of what would be considered a successful outcome.

On receipt, each complaint will be allocated a unique reference number, logged on the Complaints Register and assigned an Investigator. The Complaints Register will be managed by the Programmes and Communications Coordinator.

The Complaints Register will be updated and any pending complaints flagged so they are followed up.

Complaints will be fully investigated by the CEO and a written response provided to the complainant within 20 working days.

Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal within 14 working days and progress to Stage Three.

Stage Three

Dalcroze UK's Chair will investigate the matter independently and communicate the outcome and any action(s) to the complainant in writing within 20 working days. This person may need to contact the complainant to clarify the issues, conduct the investigation and explore resolution. The complainant will receive written confirmation of the outcome of any investigation and any recommendations/remedies made, such as, staff development and training, reviewing of policies or appropriate improvement to Dalcroze UK services. The outcome should not refer to any individual employees or groups of employees within Dalcroze UK.

If the complaint concerns the Chair of Trustees, the Treasurer will manage Stage Three.

Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after 20 working days and a final date given for a conclusion being reached.

If an individual remains dissatisfied with the outcome from Stage Three they can request an Independent Review within 14 working days of the date of the outcome and progress to Stage Four.

Stage Four

The Dalcroze UK Treasurer will review the Stage Three investigation, unless they have managed Stage Three, in which case, another trustee will manage Stage Four, and recommend one of the following actions, within 20 working days:

- Uphold the action taken by Dalcroze UK at Stage Three
- Changes to the Stage Three recommendations/actions, including but not limited to further investigation.

In addition the Trustees may make recommendations for Dalcroze UK operations for the Dalcroze UK CEO to consider, including improvements to policies and procedures, disciplinary action against employees, in accordance with employment law and its policies.

The Trustees of Dalcroze UK may take action against any member who in their view brings Dalcroze UK into disrepute or works against the interests of Dalcroze UK including, but not limited to, one who has violated any current code of conduct published by Dalcroze UK, or one who has been found answerable for a Complaint made against them following the Complaints Procedure. The Trustees have the following disciplinary powers, which are not exclusive of one another:

- to write a formal letter of censure.
- to exclude individuals, whether members or not, either temporarily or permanently from Dalcroze UK's courses, training days, promoted events of any kind.
- to suspend membership temporarily. If the period of suspension is three months or longer, the member's subscription will be refunded pro rata.
- to terminate 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.

4. Anonymous or Vexatious Complaints

Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

In the exceptional event of a persistent, habitual or vexatious complaint or challenges, as determined by the Council of Trustees, Dalcroze UK 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 CEO of Dalcroze UK for a decision.

5. Data Protection

To process a complaint, Dalcroze UK will hold personal data about the complainant, which the individual provides and which other people give in response to investigating the complaint. Dalcroze UK will hold this data securely and only use it to help address the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public by Dalcroze UK. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties.

Under the Data Protection Act 2018 (UK GDPR), individuals have a right to obtain a copy of their personal data. However, there are exceptions to this right. Dalcroze UK will normally destroy its compliments and complaints files in a secure manner in accordance with GDPR regulations.

6. Monitoring

Complaints are an important tool which, alongside data provided by exit surveys, user feedback and focus groups, will allow Dalcroze UK to learn about the services we provide. They provide a useful source of information about how individuals see our services and how we are serving them. To ensure Dalcroze UK can learn from compliments and complaints, the following data will be collected:

- Name and address
- Name of person dealing with the complaint
- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt.

Complaints information will be considered on a regular basis by the Dalcroze UK Trustee Council. Wherever possible the data will be used to improve and develop the service.

7. Taking a Complaint outside Dalcroze UK

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

Website: www.frsb.org.uk/Complaints/make-a-Complaint.

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

www.charitycommission.gov.uk/contact-us/general-enquiries/report-a-concern-about-a-charity

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

- If you believe there is criminal activity within a charity, you should inform the police.
- 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 or call 0300 123 2040.
- 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.

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

Ends.