



Cirencester Choral Society Complaints Policy

The Cirencester Choral Society (CCS) aims to be a respectful and inclusive group whose members act with integrity at all times. As with any group, disagreements occasionally arise, including expressions of dissatisfaction about CCS actions, decisions or behaviour. The Committee welcomes feedback and takes any complaints seriously.

This policy applies to complaints about:

- CCS policies or activities
- The behaviour of members or professionals
- Decisions made by the Committee

If a member has a complaint, they should address it to any Committee member, either in person or in writing (email addresses available on the website). We ask that complaints are made within three months of the issue arising where possible.

How We Handle Complaints

Stage 1 – Informal Resolution: Where appropriate, we will try to resolve the issue quickly and informally, acknowledging complaints within 5 working days and aiming to respond within 14 working days.

Stage 2 – Formal Review

If the complainant is not satisfied, the complaint will be reviewed by the CCS Committee at their next meeting, with a written response within a week of that meeting. The Committee's decision at this stage is final.

Principles

We will ensure that complaints are taken seriously, handled fairly and without bias, and dealt with confidentially where possible. Records will be kept securely in line with data protection law.

Escalation Outside the Charity

If a complainant believes there has been misconduct or mismanagement of the charity, concerns may be raised with the Charity Commission for England and Wales. The Charity Commission does not resolve internal disputes but may consider serious regulatory concerns.

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