Created: 23 Oct 2025
Approved by: The SNJO Board of Trustees
Version: 1.0
Last Amendment Date: 23 Oct 2025
Next Review Date: 23 Oct 2026

COMPLAINTS POLICY

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1 Aim of this policy

This policy aims to ensure that complaints are dealt with fairly and without unreasonable delay. It sets out the procedure we will follow if you raise a complaint.

2 Who does this policy apply to?

This policy applies to all individuals working for us who are not employees, including (but not limited to) consultants, contractors, casual workers, agency workers, volunteers and interns.

3 Does this policy form part of my contract?

This policy does not form part of any contract with us, except to the extent that it imposes obligations on you. We may amend this policy at any time and may vary it as appropriate to a particular case.

4 When should I use a different policy?

We have separate policies for dealing with complaints of whistleblowing and of bullying and harassment. If you are not sure which policy to use, please contact one of the Orchestra Managers.

The SNJO Grievance Policy does not apply to anyone other than employees of the SNJO.

5 Informal complaints procedure

Where possible, you should first raise a complaint informally by discussing it with one of the Orchestra Managers. If you feel unable to approach them, then contact either Alan Dewar KC (ad@snjo.co.uk) or Campbell Normand (cn@snjo.co.uk), two of our Board Members.

If your complaint cannot be resolved informally, you should raise a formal complaint, following the procedure set out below.

6 How should I raise a formal complaint?

If you have a complaint that can't be resolved informally, you can raise a formal complaint by setting it out in writing and sending it to one of the Orchestra Managers. If your complaint involves one of those persons, refer to Alan Dewar KC or Campbell Normand instead (details in Section 5).

Your written complaint should contain a thorough description of the reasons for your complaint, including any relevant facts, dates and names of individuals involved. It is also helpful if you indicate the outcome you are seeking. Copies of all relevant documents should be attached. We may ask you to provide further information.

7 Notification of complaint meeting

We may ask you to attend a meeting to discuss your concerns, but this is not obligatory. There is no right to be accompanied to any such meeting.

If we do ask you to attend a meeting, we will usually give you between three and five working days' notice to allow you a reasonable opportunity to prepare.

8 Who will chair a complaint meeting?

If we receive a formal complaint, we will appoint someone to manage the process. The complaint hearer will be provided with a copy of your written complaint and will chair the meeting, if one is required. You will be told who is dealing with your complaint.

9 Investigation

Any complaint will be dealt with appropriately. If an investigation is required, the length and scope of it will depend on the circumstances and the subject matter of the complaint.

Any investigation will take place within a reasonable timescale. We will aim to provide an indicative timescale for addressing the complaint once we have considered the subject matter, whether an investigation is required, and all the circumstances.

10 When will you tell me the outcome of my complaint?

The complaint hearer will notify you in writing of their decision and the reasons for it within a reasonable timescale, setting out what action we intend to take (if any).

The timescale for receiving a complaint outcome will vary depending on the scope and length of the investigation required.

11 Can I appeal against a complaint decision?

There will be no right to appeal against the SNJO's decision.

12 Timescales

In some circumstances, it may not be possible for us to meet the timescales in this policy. This may include where a matter is complex, requires detailed or wide-ranging investigation, or if relevant personnel are unavailable. If this is the case, we will tell you the reason for the delay and the revised timescales.

13 Confidentiality

You must treat as confidential any information relating to a complaint or complaint investigation, including any personal information relating to other individuals or third parties.

If an investigation is required, it will take place confidentially, where circumstances permit.

14 Disability

If any aspect of this policy causes you difficulty on account of a disability, please inform one of the Orchestra Managers