

COMPLAINTS POLICY

HELD ANNUALLY THROUGH JULY, AUGUST & SEPTEMBER

Policy Title:	Complaints Policy
Effective as at:	1 January 2016
Last Revised:	1 January 2026
Responsibility for this Policy:	Board of Directors
Review Date:	1 January 2028

Why Have a Complaints Policy and Procedure?

The Charity Commission report '*Cause for Complaint*' states: 'an effective complaints management system is a proven way of maintaining and building relationships with the people on whom the charity depends.'

Handling complaints well:

- Demonstrates our commitment to our clients and other stakeholders
- Demonstrates our commitment to providing the best possible service
- Helps us to find out about things that have gone wrong so we can fix them
- Helps to prevent things going wrong again in future

1.0 Policy Objectives

- 1.1 The Australian School Band and Orchestra Festival views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or school that has made the complaint.
- 1.2 Our policy is:
 - 1.2.1 To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
 - 1.2.2 To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
 - 1.2.3 To make sure everyone at ASBOF knows what to do if a complaint is received
 - 1.2.4 To make sure all complaints are investigated fairly and in a timely manner
 - 1.2.5 To make sure that complaints are, wherever possible, resolved and that relationships are repaired
 - 1.2.6 To gather information which helps us to improve what we do.

2.0 Definition of a Complaint

- 2.1 A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Australian School Band and Orchestra Festival.
- 2.2 Complaints may come from:
 - 2.2.1 Participating schools
 - 2.2.2 Participating Music Directors
 - 2.2.3 Participating students
 - 2.2.4 Parents of participating students
 - 2.2.5 Volunteers

2.2.6 Music Educators and adjudicators

2.2.7 Sponsors and other supporters

3.0 Confidentiality

3.1 All complaint information will be handled sensitively. Only those who need to know will be informed and relevant data will be subject to our Privacy Policy (published on website).

4.0 Complaints Procedure of the Australian School Band and Orchestra Festival

4.1 Written complaints may be sent to:

4.1.1 PO Box 728 Strawberry Hills 2012

4.1.2 admin@asbof.org.au

4.1.3 Through the ASBOF website

4.2 Verbal complaints may be made:

4.2.1 By phone to Pat Devery (General Manager) 0417 663 372

4.2.2 In person to Pat Devery at the Festival

5.0 Receiving Complaints

5.1 When a written complaint is received:

5.1.1 The General Manager will acknowledge the receipt of the complaint within 3 working days

5.1.2 The letter or email will be tabled at a Board of Directors meeting

5.2 When a Verbal Complaint is received, either in person or via the phone, the following process will take place:

5.2.1 The complainant's name, address and telephone number will be recorded

5.2.2 The relationship of the complainant to the ASBOF will be noted (e.g. Music Director, Parent etc.)

5.2.3 The facts of the complaint will be written down

5.2.4 The complainant will be informed that we have a complaints procedure

5.2.5 The complainant will be informed what will happen next and how long it will take

5.2.6 Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

5.2.7 For further guidelines about handling verbal complaints, see Complaints Procedure

6.0 Resolving a Complaint

6.1 We will endeavor to resolve all complaints in a timely manner

6.2 We will endeavor to resolve your complaint at the first point of contact

6.3 Where the General Manager of the Board deems it necessary, our Independent Investigator will be engaged by the Festival to resolve the complaint

6.4 The Independent Investigator currently engaged by the Festival is:

Michael Elphick

Michael Elphick and Associates

P +61 (0) 407 469 862

E Michael_elphick@bigpond.com

PO Box 1305 Randwick NSW 2031

6.5 If a complaint is received regarding a member of our Board, staff or a volunteer we will treat the complaint confidentially, impartially and equally.

6.5.1 We will investigate the complaint thoroughly, speaking with all relevant people.

6.5.2 We will treat the ASBOF staff member/volunteer objectively by:

6.5.2.1 Informing them of any complaint about their performance

6.5.2.2 Providing them with an opportunity to explain the circumstances

6.5.2.3 Providing them with appropriate support

6.5.2.4 Updating them on the complaint investigation and the result

6.6 Following our investigation of the complaint we will notify all relevant parties of:

6.6.1 the actions taken to investigate the complaint

6.6.2 our conclusions from the investigation

6.6.3 any action taken as a result of the complaint

7.0 Variation to the Complaints Procedure

7.1 The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest.

8.0 Monitoring and Learning from Complaint

8.1 An annual review with our Independent Investigator will be conducted of all complaints received with a view to addressing any policy or procedural issues identified during the process of resolving the complaints.

9.0 Responsibility

9.1 Overall responsibility for this policy and its implementation lies with the Board of Directors and the General Manger of the Australian School Band and Orchestra Festival.

End of Policy