



# North Berwick Pipe Band

NORTH BERWICK, EAST LOTHIAN, SCOTLAND

Registered Charity No SC000499

VAT Reg. No. 327 3498 40

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## **COMPLAINTS PROCEDURE**

The North Berwick Pipe Band (hereafter referred to as “the Band”) is fully committed to promoting the rights of all members, volunteers and supporters, notably their right to be protected from harm, abuse and exploitation. The Band has a duty of care to implement effective policies and procedures for the protection and welfare said members, volunteers and supporters.

The following protocols shall be used in the implementation of any complaints procedure arising from any harm, abuse and exploitation arising from any actions by persons belonging to or carrying out any duties under the auspices of the Band.

### **Informal approach: Challenge Technique.**

There may be situations where complaints can be resolved informally. Sometimes people may not be aware that their action or behaviour is unwelcome and an informal discussion can lead to greater understanding and an agreement that the action or behaviour will stop. The individual can choose to initiate this action by himself or herself or seek support from someone else. In some cases the individuals may not feel comfortable with facing the person face-to-face and therefore they may choose to write a letter to the person asking them to stop. This is known as the Challenge Technique.

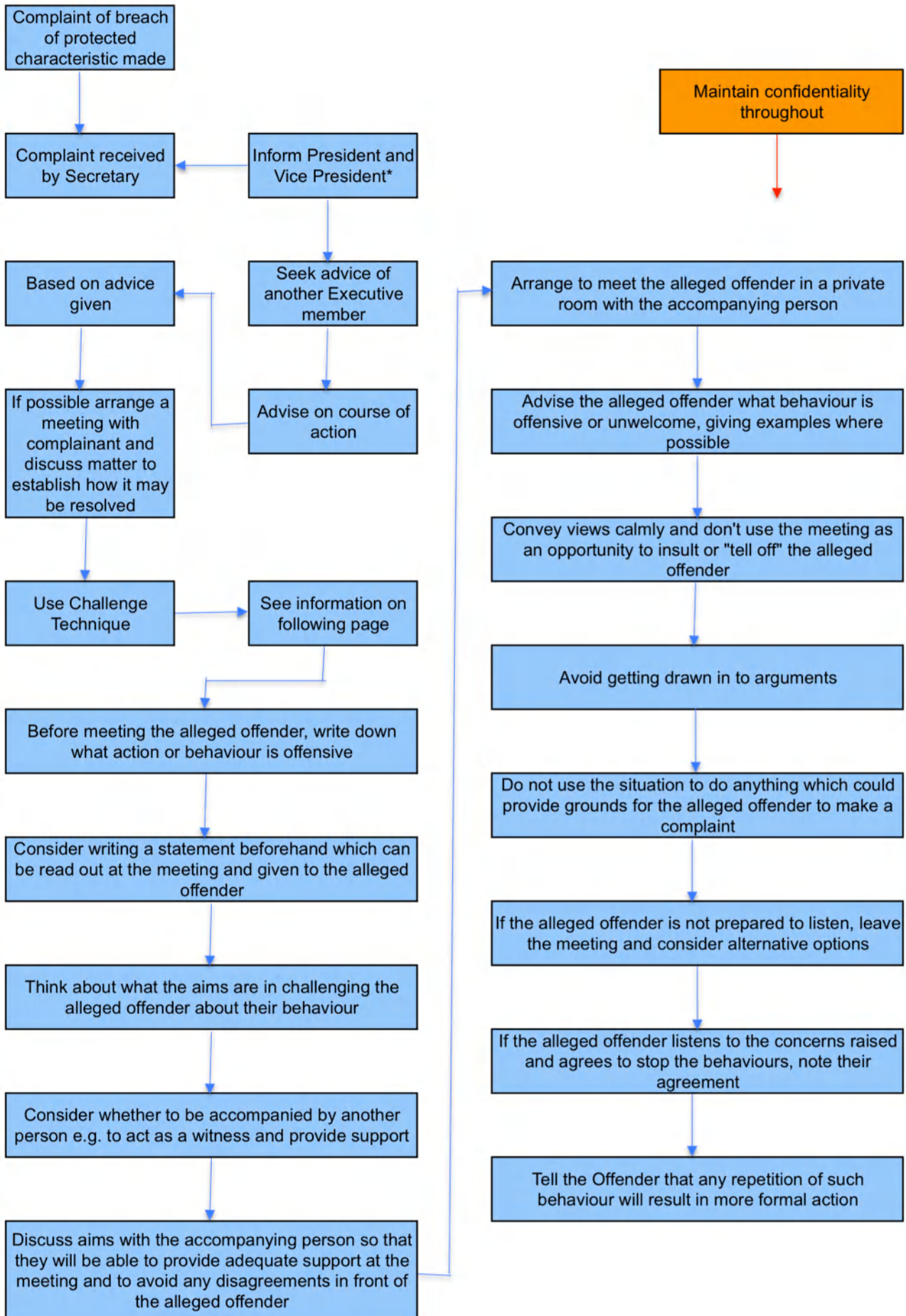
NBPB will strive to adopt this process in the first instance regarding any complaint that is received. *[This protocol does not affect an individual's right to seek legal advice should they wish to do so. It is hoped however that this protocol may be adopted in the first instance]*

### **Formal Approach: Protocol for Dealing with Equality & Diversity Complaints**

The Band's Challenge Technique for dealing with any and all Complaints will be carried out in accordance with the protocols detailed in the following Process Chart.

Confidentiality will be maintained throughout the whole procedure.

Except where it would conflict with any confidentiality issues the Band will maintain transparency in all its procedures to avoid any suspicion of collusion or cover up.



*\* If the complaint is concerning the President or Vice President, the Secretary will seek the advice of another Band Officer of his/her choice.*

In the case of a member of the Band, any such formal action shall be pursued in accordance with the relevant disciplinary procedures and possible sanctions may include verbal or written warnings, demotion (if in a position of authority) or even dismissal. The sanction imposed will be based upon the seriousness of any offence committed.

In the case of members of the Band any such formal action may result in the suspension, restriction or revocation of membership and/or membership rights.

Should any person, whether it be the victim or the offender, wish to appeal against the outcome resulting from the implementation of the Challenge Technique they shall have the right to do so and, in the first instance, any such appeal should be addressed to the Band Committee. Upon receipt of an appeal a further meeting shall be arranged with an appeal board of three members of the Band Committee, at which the issue shall be given additional consideration. The outcome of any appeal shall, however, be final.