

General Public Complaints Procedure

Devon Youth Jazz Orchestras Association is committed to ensuring that all our communications and dealings with the general public and supporters of our activities, including fundraising activities, are of the highest possible standard. We listen and respond to the voices of the general public and our supporters so that we can continue to improve.

Devon Youth Jazz Orchestras Association welcomes all feedback, whether it is of a positive or negative nature.

Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint
- We treat as a complaint any clear expression of dissatisfaction with our activities which calls for a response
- We treat it seriously whether it is made by telephone, letter, email or in person
- We deal with it in an efficient manner and politely
- We respond accordingly; for example with an explanation, an apology or some form of relevant address where we have got things wrong and information on any resultant action taken
- We learn from complaints, use them to improve and monitor them at organizational level.

What to do if you have a complaint?

- If you do have a complaint about any aspect of our activities, you can contact Devon Youth Jazz Orchestras Association by e-mail
- In the first instance, your complaint will be dealt with by our Secretary
- Please let us know how you would like us to respond, providing relevant contact details
- Contact: secretary@dyjo.org

What happens next?

- If you complain in person we will try to resolve the issue there and then
- Similarly, if you complain by email we will always acknowledge your complaint within 7 days and do everything we can to resolve it within 14 days
- If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?

- Where members of the public are dissatisfied with the outcome of the Association's response to their formal complaint, they will be advised that they have the right to take their complaint to the Charities Commission.

Signed:..... Name:.....

Date:..... Review due