



# BIRMINGHAM FESTIVAL CHORAL SOCIETY

Established 1843

[www.bfcs.org.uk](http://www.bfcs.org.uk)

**President:**  
THE LORD MAYOR OF BIRMINGHAM

**Patrons:**  
JOHN JOUBERT  
DAVID LAWRENCE  
ELIS PEHKONEN

**Music Director:**  
DAVID WYNNE

Registered Charity No. 510847

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## Grievance Policy

### Statement of intent

1. BFCS is committed to ensuring that all Members are treated with dignity, fairness and respect.
2. The Committee is committed to creating an environment for positive relationships in which Members feel able to raise any concerns/complaints regarding the running of the choir or about the actions of other Members. To protect such an environment this policy sets down a procedure by which Grievances can be raised and addressed.
3. A separate Harassment and Bullying Policy exists specifically for matters of that nature.
4. This policy has been agreed by the Committee and is available to Members on request.

### To whom does this policy apply?

5. This policy applies to all Members of BFCS. The Committee has a particular responsibility to implement it by creating a good environment and by dealing with people in a caring manner.

### How to raise a Grievance

6. If a Member of the Society has a Grievance it must be raised within 4 weeks of the event, act or issue (or the last of a series of events, acts or issues) complained of.
7. It is preferable for any Grievance to be resolved informally between the Member and the Chair of the Society, who should be approached in the first instance. If the Grievance is against the Chair then the Member should approach the Vice Chair or any member of the Committee. The Chair or Vice Chair/Committee will ensure that the grievance is addressed informally without undue delay and, at worst, within 15 days of the grievance being registered.
8. If the matter cannot be resolved informally the Member should raise a formal Grievance in writing. The Committee will initiate a formal investigation to be carried out by a Committee member or members. This investigation should begin no more than 15 days after the end of the period referenced in paragraph 7 above.
9. Following the investigation referred to in paragraph 8 the investigating Committee member or members will reach their conclusions and decide on the way forward.
10. The decision of the investigating Committee member or members will be confirmed in writing to the complainant.
11. The complainant can appeal against the investigating Committee member or members' decision to an appeals panel appointed by the Committee if they can demonstrate a substantive reason for an appeal. The appeals panel will not include the investigating Committee members. Appeals must be lodged in writing within two weeks of receipt of the letter confirming the decision. The decision of the appeals panel is final.
12. A grievance will be treated as confidential by all parties involved.
13. The Committee recognises that Members may fear victimisation for making or being involved in a grievance or complaint and so is committed to ensuring that complainants do not suffer. The Committee will not tolerate intimidation, victimisation, retaliation or discrimination against an individual for filing a complaint or assisting in an investigation, whether or not the complaint is upheld. Where such action is alleged, the matter will be dealt with in the same way as an allegation of Harassment or Bullying.
14. False or malicious complaints will not be condoned. In that instance the Committee will decide whether the complainant can remain as a member of BFCS with or without conditions or whether they should be refused ongoing membership.

22 March 2018