

# THE ROYAL SCOTTISH PIPE BAND ASSOCIATION

## COMPLAINTS AND GRIEVANCES

### Introduction

The Royal Scottish Pipe Band Association (RSPBA) is a voluntary organisation and a registered charity. Its primary functions are to promote, encourage and develop Pipe Band music within the United Kingdom and internationally. In doing so it sets standards for, and certifies, education and training in Piping, Drumming and Drum Majoring; organises and administers Pipe Band competitions, including the World, Scottish, British, European and Cowal Championships; and provides training for its Panel of approved Adjudicators.

The Association is committed to providing these services efficiently and effectively without discrimination on grounds of race, colour, creed, political influence, gender, disability, religious belief or cultural identity. Its aim is to avoid complaints and grievances wherever possible, with openness and fairness as its fundamental objectives.

As with any organisation, however, situations inevitably will arise which result in complaints and grievances. The Association will do everything within its power to keep these situations to a minimum and to resolve them quickly and to the satisfaction of all concerned. To ensure transparency, consistency and common understanding, the following procedure has been put in place to deal with all complaints and grievances within the RSPBA's range of activities (with the exception of the RSPBA staff grievance procedures required by employment legislation).

## PROCEDURE FOR DEALING WITH COMPLAINTS AND GRIEVANCES

### Scope of the Procedure

The procedure will cover all types of complaints and grievances received by the RSPBA in relation to:

- the RSPBA as an organisation collectively;
- RSPBA activities (i.e. education and training, examination results, advertising/media involvement etc);
- the National Council or any sub-committee;
- RSPBA officials;
- Adjudicators individually or collectively;
- competition results
- member bands;
- individual band members.

### Complaints and Grievance Procedure

The procedure to be adopted in all cases will be as follows:

- all complaints should be addressed in writing to the RSPBA Chief Executive and received by the RSPBA within 14 days of the incident referred to;
- where appropriate the official RSPBA Complaints and Grievances Form should be used;

- as a general rule all complaints should be dealt with within two months of receipt by the RSPBA;
- the Chief Executive should record receipt of the complaint, acknowledge its receipt to the complainant and seek confidential written witness statements where relevant;
- any individual, band, committee etc against whom a complaint is made should be sent a copy of the complaint and given the opportunity to submit a statement in defence;
- information and circumstances described in complaints should be checked by the Chief Executive wherever possible;
- if, after following these steps, the complaint cannot be dealt with effectively by the Chief Executive, it should be referred for consideration by the RSPBA Complaints Committee;
- each complaint referred to the Complaints Committee should be considered by the full Committee collectively, with all the evidence available. Individual members of the Committee should not consider/action complaints on their own;
- a representative of the sector of the RSPBA against which the complaint is made should attend the meeting of the Complaints Committee to ensure accuracy of factual information and to provide specialist advice when necessary;
- where appropriate the complainant should have the opportunity to appear before the Complaints Committee (or be represented), together with any witnesses;
- any individual against whom a complaint is made should have the opportunity to be interviewed by the Complaints Committee;
- when considered appropriate a legal view should be obtained from the RSPBA's solicitors before decisions are reached by the Complaints Committee;
- all decisions on action to be taken should be made by the Complaints Committee collectively;
- all decisions should be conveyed in writing to the complainant by the Chief Executive; and similarly to any individuals etc found guilty;
- the Complaints Committee should have the power to censure individuals for minor offences. Any suspensions recommended in more serious situations should be approved by the National Council;
- full records should be maintained of each complaint, how it was considered and the action taken;
- there should be the right of appeal within 14 days of receipt of written confirmation of action decided by the Complaints Committee; and
- appeals should be considered by a small independent Panel which should re-assess the facts of the case and review the decision taken.

Composition of Complaints Committee The composition of the RSPBA Complaints Committee will be:

- RSPBA Chairman (or the Vice-Chairman as deputy) to act as Chair
- RSPBA Chief Executive
- Convener of RSPBA Standing Orders and Steering Committee
- One or two independent members

In addition, a representative from the area which is the specific subject of the complaint will also be involved in an advisory capacity to ensure accuracy of factual information (for example, the Convener of the Adjudicators' Panel Management Board or representative in the case of an Adjudicator complaint, the Music Board Convener or representative in the case of a complaint regarding a Music Board area of interest etc).

Any member of the Complaints Committee with a vested interest in a particular complaint should withdraw or be substituted.

Composition of Appeals Panel The composition of the Appeals Panel will be:

- One National Councillor appointed by the National Council to act as Chair (who should have no vested interest in the appeal/s being considered)
- Two independent members

The Chair of the Complaints Committee which dealt with the original complaint should also attend the meeting of the Appeals Panel to ensure full understanding of how the decision of the Complaints Committee was reached; but should have no role in deciding the outcome of the appeal.

## Complaints and Grievances Form

A copy of the official RSPBA Complaints and Grievances Form is attached. The Royal Scottish Pipe Band Association July 2004



## The Royal Scottish Pipe Band Association

### Complainant Details

NAME: \_\_\_\_\_ CONTACT TEL. No. \_\_\_\_\_  
ADDRESS \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_  
\_\_\_\_\_  
POST CODE \_\_\_\_\_

### Complaint/Incident Details

DATE OF INCIDENT/COMPLAINT \_\_\_\_\_ LOCATION (If Appropriate) \_\_\_\_\_  
NATURE OF INCIDENT COMPLAINT \_\_\_\_\_  
\_\_\_\_\_  
SPECIFIC DETAILS (CONTINUE ON SEPARATE SHEET IF NECESSARY)

### WITNESSES

(1) NAME \_\_\_\_\_ (2) NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_ ADDRESS \_\_\_\_\_  
\_\_\_\_\_  
POST CODE \_\_\_\_\_ POST CODE \_\_\_\_\_  
CONTACT TEL. NO. \_\_\_\_\_ CONTACT TEL. No. \_\_\_\_\_

(CONTINUE ON SEPARATE SHEET IF NECESSARY)

### ADDITIONAL INFORMATION (CONTINUE ON SEPARATE SHEET IF NECESSARY)

### FOR OFFICIAL USE ONLY

RECEIVED BY \_\_\_\_\_ DATE \_\_\_\_\_  
ACKNOWLEDGEMENT SENT BY \_\_\_\_\_ DATE \_\_\_\_\_

OFFICIAL STAMP