

Complaints Procedure for Members and Associates of the Ballarat Symphony Orchestra

1. Purpose of the procedure/Introduction

BSO's aim is to ensure that anyone with a complaint about another person involved with BSO can use a procedure which can help to resolve issues as quickly, simply and as fairly as possible. Every effort will be made to resolve the issue at the earliest possible stage, and to settle the issue amicably.

2. Principles

1. BSO has zero tolerance for any form of harassment, bullying or discrimination.
2. BSO commits to:
 - a. investigate all complaints promptly
 - b. treat all members equitably
 - c. preserve confidentiality and dignity
 - d. resolve issues whenever possible
3. Any person being complained about has the right to:
 - a. receive a copy of the allegations against them
 - b. respond to the allegations
4. A record of the process undertaken and the outcome will be retained in BSO records for five years, marked private and confidential, then if nothing else arises, will be destroyed.

3. Stage 1 - Informal discussions

If person has a concern about another BSO members or associate they are encouraged to first discuss it with that person. We hope that the majority of concerns will be resolved this way.

4. Stage 2 – Statement

If the person feels that the matter cannot be or has not been resolved through informal discussions, they should put their concerns in writing to the Secretary. Email is an acceptable written form. If the concerns are about the Secretary, the concerns should be provided instead to either the President or the Treasurer. Ordinarily the written complaint will be tabled at the next Committee meeting. The receipt of the complaint will be acknowledged.

5. Stage 3 – Clarification

If there is insufficient information to enable to Committee to understand the concerns, the person will be requested to provide further details. If the person does not provide the requested information within a reasonable timeframe the matter lapses.

6. Stage 4 – Inquiry

The Committee will appoint one of its members to investigate the matter through any combination of the following options: meetings, discussions, requests for further information, witness interviews, examination of evidence, etc. This process may vary according to the nature of the issue/s and in the interest of simplicity and efficiency.

Persons involved are expected to demonstrate adherence to the values of confidentiality and respect for others. Members involved may attend meetings with a support person, provided that person also commits to the above values.

After the initial process, the investigator will write to the involved parties informing them of any decision or proposed action and offer them the opportunity to make further submission within a specified timeframe.

At the end of this process a final decision will be made, the parties will be informed and a report will be given at the next Committee meeting.

7. The decision is final.