

HALLÉ

MUSIC DIRECTOR SIR MARK ELDER CBE

WWW.HALLÉ.CO.UK

Complaints Procedure

We try to make sure that every experience with the Hallé is a positive one. However we understand this may not always be possible.

Please note that all complaints regarding The Bridgewater Hall or the hall facilities e.g. toilets, parking, box office, should be address to SMG Limited, The Bridgewater Hall, Manchester M2 3WS.

If you wish to make a complaint about a service we have delivered or the way in which it was delivered please see our three-stage procedure as follows. It is open to you to begin the complaints procedure at Stage Two although it is hoped that, unless you consider the situation to be very serious, you will attempt resolution at Stage One.

Stage One

Tell (and preferably write to) the staff member(s) concerned about your dissatisfaction. You should do this within one month of the action that gave rise to your complaint. They will seek to reach an amicable resolution with you in a collaborative, co-operative spirit.

Stage Two

1. If such a resolution is not possible and you feel your complaint has not been satisfactorily resolved, write to the Chief Executive of the Society with your complaint.
2. The Chief Executive will acknowledge your complaint within seven days.
3. A senior member of staff will investigate the complaint and prepare a written report within 28 days. The investigation will include the opportunity for you to explain the circumstances of your complaint.
4. The Chief Executive will consider the report and write to you with his/her conclusions and any proposed course of action.

Fundraising Complaints Only - if your complaint regarding fundraising has not been resolved after Stage Two please contact the Fundraising Standards Board, Hampton House, 20 Albert Embankment, London, SE1 7TJ. Tel: 0845 402 54422 www.frsb.org.uk within 8 weeks of receiving your response.

All other complaints please continue to Stage Three as set out below.

Stage Three

1. If you are not satisfied with the Chief Executive's response, your complaint will be investigated by an independent investigator or a member of the Board - you must make this request within 28 days of receiving the Chief Executive's response.
2. The independent investigator or Board member will report back to the Board of Directors within a reasonable timeframe and they will collectively make a final decision on the matter.

