

The London Sinfonietta strives to achieve excellence in both the creation and performance of new music. This also applies to our own working practice.

However, we know that there may be times when we do not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and we treat them as an opportunity to develop. This is why we are always very grateful to hear from people who are willing to take the time to help us improve. We always thank people who contact us about their problems, concerns or worries.

Get in touch

The London Sinfonietta Co-ordinator is the Marketing and Development Assistant, who will acknowledge your complaint and take the initial steps to finding a resolution. If you have a complaint please contact us as soon as possible in one of the following ways:

- You can call us on 020 7239 9340; our normal office hours are Monday to Friday from 10am to 6pm. Outside of these hours you can always leave us a message and a contact number and someone will return your call before midday the next working day.
- You can email us at info@londonsinfonietta.org.uk
- Or you can write to us at:

London Sinfonietta
Kings Place
90 York Way
London
N1 9AG

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

How long will it take?

We endeavour to respond fully and conclusively to all complaints within 10 working days. However, you will receive an acknowledgement of your complaint within 5 days of receipt. Wherever possible we will deal with it more quickly, if we think it will take longer we will let you know.

You can contact us in whichever way is most convenient to you and we will respond to you via the same method unless instructed otherwise.

In more complex situations where an immediate response is not possible, we will investigate the matter and get back to you as quickly as we can. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

What we will do

We will work quickly to fix problems, correct mistakes and address concerns in a way that satisfies you. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

From time to time we receive complaints that do not relate directly to our own work or that we are not in a position to comment on. We are a charity with limited resources and we must use these in the best way possible.

We may need to refer any complaints about ticketing / box office to Southbank Centre or other venues we work with but we are grateful when these kind of issues are brought to our attention.

There may be rare occasions when we chose not to respond to a complaint at all. These include:

- When a complaint is about something that London Sinfonietta has no direct connection to. We may choose to reply to clear our name but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points but we may choose not to reply again, we will always inform you of our decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can chose whether it is necessary for us to reply or not.
- London Sinfonietta cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

Who else can help?

We really hope that we are able to resolve your complaint in an honest, open and satisfactory way. However if after contacting us you are still unhappy then you can contact one of the organisations below:

London Sinfonietta is a member of the **Fundraising Standards Board** (FRSB) and is committed to the highest standards in fundraising practice. If your complaint is to do with fundraising and you feel that it has been unresolved by us then the FRSB can investigate your complaint.

You must contact them within two months of receiving your response from us.

Fundraising Standards Board
Hampton House
20 Albert Embankment
London
SE1 7TJ

Tel: 0845 402 5442
complaint@frsb.org.uk

Alternatively if your complaint is related to another area of our work and you do not feel completely satisfied by our response then you can contact **The Charity Commission** at the address below.

The Charity Commission
PO Box 1227
Liverpool
L69 3UG

0845 3000 218
www.charity-commission.gov.uk