

**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 acknowledge that there may be times when we do not meet these 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 Complaints Co-ordinator is the Administration 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 5pm. 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](mailto: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.

### **Response time**

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. Where possible we will deal with it 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 issues to Southbank Centre or Kings Place and 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 choose 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 choose 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.

## **Complaints about Fundraising and other organisations who can help**

The London Sinfonietta is registered with the [Fundraising Regulator](#). We are 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 Fundraising Regulator can investigate your complaint.

You should raise your complaint with the London Sinfonietta within 90 days of the fundraising incident or communication of which the complaint is made. If after 30 days following the complaint, the matter has not been addressed or you do not feel that your concerns have been resolved satisfactorily by us, you can refer your complaint to the Fundraising Regulator, and can do so via their website: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk) You can also telephone them on 0300 999 3407.

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