

The Irish Association of Barbershop Singers CLG (IABS)



Complaints Policy & Procedure

Policy prepared by: The Irish Association of Barbershop Singers CLG herein known as IABS

Policy	Version History	Approved by:	Date
Complaints Policy	1.0 March 2021	The Board of Directors	March 2021
	Next Review March 2023		

Definition: Ensemble – IABS Registered Choruses / Quartets



Guidance to Ensembles/Members

1. Introduction

The following are guidelines for members of IABS to assist with dispute resolution that may arise between the members.

IABS Board is committed to working in an open and accountable way that builds trust and respect. We view complaints as an opportunity to learn and improve, as well as a chance to put things right for the person that made the complaint. Therefore, we aim to ensure that:

- making a complaint is as easy as possible
- we deal with complaints promptly, politely and, when appropriate, confidentially
- respond in the right way – for example, with an explanation, or an apology where we have got things wrong, and information on any action
- learn from our complaints, use them to improve, and review bi-annually our complaints procedure

Make sure all members of your Ensemble are aware of the following:

Complaints

- It is advisable that every Ensemble should have a complaints procedure in place and members should be aware of this. Every effort should be made to resolve complaints and disputes informally at local level.



2. Formal Complaints to the IABS Board

If a matter of serious import is notified to the Board of IABS, which affects the reputation of IABS or is a serious breach of IABS Code of Conduct, the Board will regard this as a formal complaint.

How to make a Formal Complaint

By Email to The Board of Directors of IABS iabsexecutive@gmail.com or in writing for the attention of the Chair of the Board through the Company Secretary.

Anonymous complaints will not be considered.

3. At IABS Board Level

- The Board of Directors will review the complaint.
- If a hearing is required, then it should be held. The final decision should outline the action taken to investigate the complaint and conclusions reached. The decision made and the outcome will be communicated in writing to the parties as soon as possible.
- A record of the decision should be kept by the Board of Directors.

4. Disciplinary Procedure at IABS Board Level

- A Disciplinary committee should be set up by the Board and consist of The Chairperson and two Board members to deal with all disciplinary matters arising. Members of the Board shall be impartial and, if any conflict of interest arises, that member, or members, shall withdraw.
- The Disciplinary Committee can set up a meeting to hear the alleged misconduct or breach of rules. It should notify the accused party of the date and time of that meeting.
- The accused person will be entitled to be heard and to call evidence or witnesses on their behalf and be accompanied by a third party.
- The Board/Committee shall be obliged to consider all evidence presented to them.
- When the Board/Committee has considered the evidence and reached its decision, it shall communicate its decision to the accused party including any penalty it wishes to impose on him/her in writing in accordance with IABS rules.
- The accused should be notified of their right to appeal in accordance with IABS Rules 8.3.6.