

Grievance Policy

The New Tyneside Orchestra (NTO) aims to be an inclusive, egalitarian, collaborative and friendly space for members and guests to make music and have fun. It is important that everyone is treated with respect, regardless of their characteristics or beliefs, and bullying or similar behaviour will not be tolerated.

Anyone who has a concern about behaviour or process within the orchestra has a right to express their opinion and will be taken seriously. In the case of disputes or complaints, the following procedure will be followed:

The committee member responsible for handling grievances is the Chairperson, who can delegate to another committee member if necessary (e.g. they are unavailable or there is a conflict of interest). This responsible person reserves the right to consult the rest of the committee and others as necessary during their investigations.

1. As a first step, you should try to resolve the situation by discussion between the parties concerned. This could include informally bringing someone from the orchestra or the committee into the conversation to mediate. If the concern is about orchestral process, an informal conversation can take place with any member of the committee.
2. If the issue cannot be resolved informally, you can proceed with a formal grievance.
3. Submit to the committee in writing the details of the grievance via secretary@nto.org.uk. Include what has happened, any witnesses, what you have done to try to resolve it, and what you would like to happen now.
4. The committee undertakes, in normal circumstances, to acknowledge receipt of your complaint within 7 days, to investigate, to keep you apprised of the investigations, and to work towards a resolution. This could include organising a meeting with you (and a friend or colleague if desired) or involving an external mediator.
5. The committee undertakes to keep the details and process confidential, except from those who are directly involved with the issue or its resolution.
6. In the unlikely event that a resolution is not possible, the committee reserves the right to terminate the membership of any member of the orchestra, as set out in Section 3 of the Constitution.

Policy last updated: December 2024

Policy due for review: December 2026
