



COMPLAINTS PROCEDURE

Below are details of the Complaints Procedures for Lyme Regis Town Band.

In the event that any member or non-member feels that he, she or they has suffered discrimination or harassment in any way or that the policies, rules or code of conduct of Lyme Regis Town Band ("the Band") have been broken they should follow the procedures below.

1. The Complainant should report the matter in writing to the Chairman or another member of the Band's committee. The report should include:
 - details of what occurred;
 - details of when and where the occurrence took place;
 - any witness details and copies of any witness statements;
 - names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
 - details of any former complaints made about the incident, including the date and to whom such complaint was made; and
 - an indication as to the desired outcome.
2. If the person accused of discriminatory behaviour is a member of the Band, the Band will regard the incident as a disciplinary issue and will follow the **disciplinary procedure set out for members detailed in the Band's Code of Conduct**.
3. If the person accused of discriminatory behaviour is not a member of the Band, the Band's committee or representatives of the committee:
 - will request that both parties to the complaint submit written evidence regarding the incident(s);
 - may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;
 - may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;
 - will have the power to impose any one or more of the following sanctions on any person found to be in breach of any Band policy, (including the Equality Policy):
 - warn as to future conduct;
 - suspend from membership;
 - remove from membership;
 - exclude a non-member from the Band, either temporarily or permanently; and
 - turn down a non-member's current and/or future membership applications.
 - will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.
4. Either party may appeal a decision of the committee to the Brass Band Association (including a decision not to hold a hearing) by writing to the Secretary within 3 months of the Band's decision being notified to that party.

5. If the nature of the complaint is with regard to the band's management committee or other body or group in the band, the member / non member has the right to report the discrimination or harassment directly to the relevant Brass Band Association.

Terminologies and descriptor for Types of discrimination

There are three categories of discrimination: direct, indirect and positive:

- a) Direct discrimination – is where a person, in a group of people with the same or similar circumstances, is treated less favourably than the others in the group because of their race, gender, disability or sexuality.
- b) Indirect discrimination occurs where the effect of certain requirements, provision or practices imposed by an organisation has an adverse impact disproportionately on one group or other. Indirect discrimination generally occurs when a rule or condition, which is applied equally to everyone, can be met by a considerably smaller proportion of people from a particular group; the rule is to their advantage and it cannot be justified on other grounds.
- c) Positive discrimination is in favour of those who were formerly discriminated against, especially in the provision of social and educational facilities and employment opportunities.

Lyme Regis Town Band oppose all forms of discrimination. The band will ensure that its members and volunteers are not discriminated against on the basis of any of the following:
- race, colour, ethnic group or national origin - gender or marital status - disability - sexuality or sexual orientation - age - employment status - actual/suspected HIV/AIDS - religion and faith - unrelated criminal offences/ex-offenders (subject to any legal or public interest constraints) - responsibilities for children or dependents

Harassment

Harassment can be described as inappropriate actions, behaviour, comments or physical contact, which may cause offence i.e. mental or physical anxiety or hurt to an individual:

- a) It may be related to gender, race disability, sexuality, age, religion, nationality or any personal characteristic of an individual.
- b) Under the terms of the Criminal Justice Act 1994, harassment was made a criminal offence, punishable by a fine of up to £5,000 and/or a prison sentence of up to six months.
- c) Victimisation - Victimisation can be described as treating an individual less favourably than one would treat others because the individual has made a complaint of discrimination, given evidence about such a complaint or raised a concern under the Public Interest (Disclosure) Act 1998.
- d) Positive action - The term 'positive action' refers to a number of methods designed to counteract the effects of discrimination and to help eradicate stereotyping. It can be initiatives or activities that attempt to redress imbalances by providing extra help, doing things in a different way or promoting opportunities in targeted places and to targeted groups. Under this broad meaning, positive action may include actions such as the introduction of discriminatory selection procedures, and training programmes or policies aimed at preventing sexual harassment.

Prejudice

Prejudice is literally pre-judging someone. It is usually led by negative, irrational feelings, resulting from preconceived attitudes and opinions.

Stereotyping

Stereotyping is grouping or labelling people because they are members of a particular 'visible' group, and assuming that they have particular traits that are considered to be characteristics of that group.

Dignity

Dignity is about respectful, responsible, fair and humane behaviour, something that is reflected in the club's constitution.

Disadvantage

Disadvantage is where, as a result of discrimination, an individual or group is deprived of some or all resources and opportunities. This may affect people directly or indirectly.

Social exclusion

Social exclusion is when people or areas suffer from one or a combination of linked problems such as unemployment, poor skills, low income, high crime environments or lack of facilities.

Monitoring and review

Lyme Regis Town Band Committee is responsible for monitoring the effectiveness of the Complaints Policy which will be reviewed at two yearly intervals.

The overall responsibility for the implementation and monitoring of the Complaints Policy will lie with the band committee.

Date adopted: 21st March 2025

Reviewed: 30th November 2025

Review date: November 2027

GKW
30.11.25