



The Gesualdo Six Charity Complaints Policy

Introduction

The objects of The Gesualdo Six (“the charity”) are to promote and advance education of the public in the art, science, and history of the musical arts in particular but not exclusively by:

- the presentation of concerts and recordings;
- commissioning new works;
- providing education projects for people of all ages;
- and in such other ways as the Trustees shall agree.

About this Policy

The Gesualdo Six aims to provide high quality service to everyone it works with but accepts that the Charity might not always meet these standards. If this does happen, The Gesualdo Six are committed to giving people the right to raise their concerns and to addressing them. **If you have a complaint about the Charity, The Gesualdo Six wants to hear about it and will do its best to put it right. The Gesualdo Six welcome feedback of all kinds, including both complaints and positive comments, as these help the Charity improve its work.**

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase supporter satisfaction;
- To use complaints constructively in the planning and improvement of all services.

What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of The Gesualdo Six which is under the control of the Charity, its staff or volunteers. This policy covers concerns relating to The Gesualdo Six concerts and events, education activity, fundraising, communications, staff and volunteer conduct, and the administration of the Charity.

What Is Not Covered?



- Safeguarding concerns about children or adults at risk must not be raised through this procedure and should instead be directed immediately to the Charity's Designated Safeguarding Lead.
- Whistleblowing concerns raised by staff or volunteers about serious wrongdoing should be referred through the Charity's Whistleblowing Policy.
- Complaints about artistic interpretation or programming choices may not always be resolvable through this process but will still be acknowledged and considered.

Accessibility and Support

The Gesualdo Six aims to make its complaints process accessible to everyone. If you need help to make a complaint—for example, due to a disability, language barrier or communication difficulty—the Charity will make reasonable adjustments, such as accepting complaints by phone, through a representative, or in an alternative format.

Complaints Procedure

Stage 1 - Local Resolution

The first step is to raise the issue with the person concerned, as this is often the quickest and most effective way to resolve issues. You should do this within one month of the event that led to your complaint. The Gesualdo Six recognise that some circumstances may delay a complaint being raised; the Charity will therefore consider complaints made later where there is a good reason for the delay.

Stage 2

If you aren't happy with the person's response or if you don't feel comfortable raising it with them, please get in touch with The Gesualdo Six in writing by:

- emailing us at: friends@thegesualdosix.co.uk
- Or writing to us at: The Gesualdo Six % Wilson Stevens, 4th floor 100 Fenchurch Street, London, EC3M 5JD

Please address all correspondence to the Director and include your full name, contact details and details about your complaint including what it relates to and how you would like to see it resolved.

The Gesualdo Six will acknowledge your complaint within 5 working days from receipt and will usually provide a full response within 10 working days. On occasions, it may not be possible to resolve the matter within this time period and, if the Charity thinks it will take longer, it will let you know.

The Gesualdo Six will give you the name and contact details of the person who is managing your complaint. Wherever possible, complaints will be handled by someone independent of the



matter complained about. However, due to the size of the Charity, full independence may not always be possible.

The Gesualdo Six will treat your complaint sensitively and confidentially, sharing information only with those who need to know in order to respond.

Stage 3

If you aren't happy with the outcome of stage 2, your complaint will be passed to a Trustee who will acknowledge your complaint within five working days. The Trustee will normally provide a full response within 15 working days but will keep you informed if a full response may take longer. Again, you will be given the contact details of the Trustee who is dealing with your complaint.

The Trustee's decision will normally conclude the Charity's internal process.

How We Handle Your Information

The Gesualdo Six will handle personal data in accordance with UK data protection law and its Privacy Policy. Complaint records will be stored securely and retained only as long as necessary.

Unreasonable or Vexatious Complaints

In rare cases where a complaint is pursued in a manner that is persistent, abusive or unreasonable, the Charity may limit further communication. The Gesualdo Six will always explain its reasons for doing so.

Learning from Complaints

The Charity keeps a confidential log of complaints. The Trustees review this periodically to identify patterns, risks, or opportunities for improvement to our services and governance.

Can you take your complaint elsewhere?

Yes. If your complaint relates to fundraising and the Charity is unable to resolve it to your satisfaction, you can refer it to the **Fundraising Regulator** at the following address:

Fundraising Regulator

Eagle House

167 City Road

London

EC1V 1AW

T: 0300 999 3407 or **E:** complaints@fundraisingregulator.org.uk



Or if your complaint is related to another area of the Charity's work and you do not feel satisfied you can contact **The Charity Commission** at the address below.

Charity Commission

PO Box 211

Bootle

L20 7YX

0300 066 9197 , <https://www.gov.uk/government/organisations/charity-commission>

If your complaint relates to a data protection issue, the charity is regulated by the Information Commissioner's Office and you can find more information about complaining to the Information Commissioner's Office on their website at: <https://ico.org.uk>.

Regulators will generally expect that you have fully exhausted the Charity's internal complaints procedure before you contact them.

Protection from Reprisal

No-one will be treated unfairly or disadvantaged for making a complaint in good faith. This includes staff, volunteers, artists, participants, and members of the public.

Adoption and Review

This policy has been adopted by the Trustees on 19 February 2026 and will be reviewed annually.