



## Complaints Procedure

BBE takes every complaint seriously. It will ensure that all complaints are investigated fairly, and in a timely manner, and that complaints, wherever possible, are resolved to the satisfaction of all involved.

### How to make a complaint

Written complaints may be sent to BBE at:

**Brass Bands England**  
**Unit 12 Maple Estate**  
**Stocks Lane**  
**Barnsley**  
**S75 2BL**

Or by e-mail to [info@bbe.org.uk](mailto:info@bbe.org.uk)

Verbal complaints may be made by phone to **+44 (0) 1226 771 015** or in person to any of BBE's staff or trustees.

### Response

BBE will aim to respond to all complaints within five working days to confirm who is dealing with it and what measures are being taken.

BBE will aim to resolve complaints within 20 working days from receipt. Some complaints may take longer to resolve. In these instances, BBE will update you on the status of your complaint on a regular basis until the complaint is resolved.

BBE views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.