



## **The CBSO Complaints Policy**

The CBSO is committed to providing the very best possible service for concertgoers, donors, participants, and all our stakeholders. We try to make sure that every experience with the CBSO is a positive one, but we understand this may not always be the case.

You can make a complaint about a service we have delivered or the way in which it has been delivered by following the 2-stage procedure set out below. You are welcome to begin the complaints procedure at Stage Two, although it is hoped that, unless you consider the situation to be very serious, you will attempt resolution at Stage One.

All complaint details, outcomes and actions are recorded by us and used to help us improve our services. We retain this information in line with data protection legislation and will never share it outside of the organisation.

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To make a complaint about the CBSO, you can email or write to:

Email: **[information@cbsocobirmingham.co.uk](mailto:information@cbsocobirmingham.co.uk)**

Address: **CBSO Centre, Berkley Street, Birmingham B1 2LF**

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Please note that all complaints regarding Symphony Hall and Town Hall or the hall facilities, e.g. toilets, parking, box office, should be addressed to Performances Birmingham Limited, Symphony Hall, Centenary Square, Birmingham, B1 2EA.

### **Stage One**

Write to or email to us about your dissatisfaction, including as much detail as possible. We ask that you do this within one month of the action that gave rise to your complaint. We will acknowledge your complaint within seven days and will seek to reach an amicable resolution with you in a collaborative, co-operative spirit.

### **Stage Two**

If such a resolution is not possible and you feel your complaint has not been satisfactorily resolved, we invite you to write to the Chief Executive or Chairman with your complaint. Your complaint will be acknowledged within seven days.

A senior member of staff will investigate the complaint and prepare a written report within 28 days. The investigation will include the opportunity for you to explain the circumstances of your complaint.

The Chief Executive or Chairman will consider the report and write to you with his/her conclusions and any proposed course of action.