



LMP One-page summary of principles for complaint/disciplinary procedures

The consistent aim of the LMP Board is to work to build an atmosphere of mutual respect and support between Board and Members and among Members themselves. We recognise that it is the morale and spirit of Members which has kept this orchestra alive during the most testing period in its history and which continues to power its revival, and we value this as the priceless asset that it is.

Nevertheless we all know that situations may arise involving Members, in which management may be obliged to intervene. These might include:

- disputes between Members, or between members and the management;
- questions of discipline or standards;
- complaints from or about outside parties;
- or even allegations of discrimination.

Of course all cases are different and might need different approaches. In general, our aim would be to try to resolve any dispute as informally and amicably as possible.

The first stage might thus be an informal chat with the CEO or possibly a Board member or other person suitable in the circumstances.

If this was unsuccessful or thought to be insufficient we would then seek to establish the “facts of the case” as impartially as possible. If necessary we would seek to hold formal meetings with the person or persons concerned. Members would be welcome to bring a friend with them to any such meeting. We might also seek to gather relevant information from others.

After all such meetings had been carried out we would advise the person or persons concerned of our understanding of the situation, and our decision as to what actions might need to be taken.

(In a case involving a disciplinary or standards issue we would make clear what the desired outcome should be and the timeframe in which it should happen. In general we would always seek to keep the person or persons concerned as fully informed as possible, unless there were reasons why this should be inadvisable.)

We will always strive to ensure that Members receive, and feel that they receive, a fair hearing.

We will always strive to treat members with respect, both during any such process and when making or implementing any decision after such a process.

The Board of the LMP is drawn from its Members. We are your colleagues; we work and perform alongside you. In all our actions as a board which may involve Members, we will never forget this.