

# Complaints Policy & Procedure

## Introduction

The Music Works is committed to promoting a positive environment where everyone involved feel they can raise any positive or challenging feedback including any concerns, problems, or complaints. If you wish to raise anything with us, you can do so by emailing [info@themusicworks.org.uk](mailto:info@themusicworks.org.uk)

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at The Music Works knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

## What do we mean by a complaint?

A complaint is any expression of dissatisfaction about any aspect of The Music Works, whether it's within our studios or in any education or other community setting that we work in.

## Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Making a complaint:

If you have a complaint, you can report it by email [info@themusicworks.org.uk](mailto:info@themusicworks.org.uk) or phone 01452 923 950.

To help us investigate, you will need to provide as much information as you can. Please include:

1. The reason or name of the person you wish to make a complaint about
2. Where and when the event you wish to complain about happened
3. The outcome you wish to see, however this may not necessarily be the outcome
4. Your contact details, including your name, phone number and email address

**Receiving a complaint:**

Once the complaint has been received it'll be sent straight to the operations manager who will bring it to discuss to one or more of the following:

- The senior leadership team
- The line manager of the person who the complaint has been made about
- The board of trustees

*If the complaint is about the operations manager, the complaint will be sent to the CEO.*

**Stage 1**

An acknowledgment of the complaint will be made in 3 working days. This will detail when you will receive a response, and who will respond to you. A full response will be given within 20 working days. If the investigation is unable to be concluded within the 20 working days we will contact you to explain why and provide a date where a full response will be provided.

**Stage 2**

If for any reason you are not happy with the outcome of your complaint, then you will need to let us know why exactly you were not satisfied within 20 working days to take the complaint to stage 2. We will acknowledge this within 3 working days, and complaints at this point will be investigated by someone more senior than the original responder. A full response will be given within 20 working days

**Stage 3**

If you are still not satisfied, you will need to let us know within 20 working days to take the complaint to stage 3. Your case will then be passed on to our board of trustees, who will give a full response within 20 working days. If they determine that either stage 1 or 2 wasn't correct, they will acknowledge that and make it right.