

## **Complaints Procedure Policy**

If anyone has a complaint about Musical Connections, we want to hear about it and we will do our best to put it right.

### **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 use complaints constructively in the planning and improvement of all services and organisational procedures

### **Who can complain?**

*Anyone who is:*

- Receiving a service from Musical Connections
- Caring for someone who has a complaint
- Working on behalf of Musical Connections
- Working in partnership with Musical Connections (eg schools, universities, music group venues and anyone associated with these organisations)

### **How to complain:**

Complaints may be made to the project managers, contractors or any trustee. If the problem is not satisfactorily resolved, a formal complaint may be made to the Board of Trustees by telephone, post, email or face to face. Acknowledgement of the complaint will be made as soon as possible. In all cases, a complaint will be investigated and given full and fair consideration. A response to the complaint will be made by the Chair within 28 working days of its receipt. Any associated proceedings involving trustees, contractors or volunteers will remain confidential, with information on the outcome provided to the complainant.

If a criminal offence is alleged, then the police will be informed.

