



Our aim

Music24 is committed to providing a quality service for its service users and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of people engaging with us and other stakeholders, and in particular by responding positively to complaints, and by putting mistakes right. With this in mind, we want to ensure the following:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns may be raised informally, so we aim to deal with these quickly.

In such circumstances, our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

Foreword

Definition: Music24 defines a complaint as 'any expression of dissatisfaction that relates to Music24 and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Music24's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Music24's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Music24 a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond Music24's control.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Music24's staff maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: The Board of Trustees of Music24 will receive annually an anonymised report of complaints made and their resolution.

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, usually your group's lead facilitators, so that they have a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days. Our contact details can be found here on our [website](#).

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to Music24's Senior Management Team (SMT) and ask for your complaint and the response to be reviewed. You can expect the SMT to acknowledge your request within 4 working days of receipt and a response within 15 working days.

Music24's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are still not satisfied with the subsequent response from Music24's SMT, then you have the option of writing to the Board of Trustees or you can make contact with the following:

- 1) if the complaint is related to a music therapist that works for us, you can report an issue to the Health Care Professionals Council (HCPC) to raise the issue further.

- 2) if the complaint is related to the charity's conduct, you can make a complaint to the Charity Commission [here](#).

- 3) if you suspect illegal activity, like terrorism or abuse, please call the police on 101.